# Communication Manager 3.x

# 6416D+ Telephone Guide

**Notice**

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**Security Alert:    Your Responsibility For Your System's Security**

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf.    Note that there may be a risk of toll fraud associated with your telecommunications system, and if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your System Manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use.    The System Manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk.    Avaya does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it.    Avaya will not be responsible for any charges that result from such unauthorized use.

**Avaya Fraud Intervention**

If you **suspect you are being victimized** by toll fraud and you need technical support or assistance, call the National Service Assistance Center at **1 800 628-2888**.

**Federal Communications Commission (FCC) Statement**

This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications.   It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at his/her own expense will be required to take whatever measures may be required to correct the interference.

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# Automatic Callback

**To automatically place another call to a busy or unanswered extension:**

1. Press the **Menu** button and then the softkey below **AutCB** (if available on your display) during the call attempt.

    or, Press **AutoCallBk** (if administered) during the call attempt.

2. Hang up.

3. Lift the handset when you hear a priority ring.

**To cancel Automatic Callback:**

1. Press the **Menu** button and then the softkey below AutCb again (if available on your display) while on-hook.

    or, Press **AutoCallBk** again while on-hook.

# Call Forwarding All Calls

**To temporarily redirect all calls:**

1. Press the **Menu** button and then the softkey below **CFrwd** (if available on your display) while on-hook or off-hook.

    or, Press **Call Fwd** (if administered) while on-hook or off-hook.

    or, Dial the Call Forward code **#2** while off-hook.

{dial tone}

2.  Dial the extension or phone number where calls are to be sent.

3.  Hang up.

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**To cancel Call Forwarding:**

1.  Press the **Menu** button and then the softkey below **CFrwd** (if available on your display) while on-hook.

    or, Press **Call Fwd** while on-hook.

    or, Dial the Call Forward Cancel code **#0** while off-hook.

{confirmation tone}

## Call Pickup and Directed Call Pickup

**To answer a call placed to your pickup group when your phone is idle:**

1.  Press the **Menu** button and then the softkey below **CPkUp** (if available on your display).

    or, Press **Call Pickup** (if administered).

    or, Dial the Call Pickup code **\*7**.

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**To pick up a call directly for someone in your office:**

1.  Press **Dir Call PkUp**.

    or, Dial the Directed Call Pickup code _____.

2.  Dial the extension of the ringing telephone.

## Conference

**To add another party to a call:**

1.  Press **Conf**.

{dial tone}

2.  Dial the number of the new party and wait for an answer.

3. When you are ready to add the new person to the conference call, press **Conf** again.

4. To establish additional conference connections, repeat Steps 1 through 3.

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**To add the call on hold to another call to which you are connected:**

1. Press **Conf**.

{dial tone}

2. Press the call appearance button of the call on hold.

3. Press **Conf** again.

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**To drop the last party added to a conference call:**

1. Press the **Menu** button and then the softkey below **Drop** (if available on your display).

   or, Press **Drop** (if administered).

## Directory

**To search the directory for a name:**

1. Press the **Menu** button and then the softkey below **Dir** (if available on your display).

   or, Press **Directory** (if administered).

2. Key in the selected name using the dial pad: **last name, comma** (use **\*** ), **first name or initial.**

3. Press the **Next** button for each successive directory name you wish to see.

4. To search for a new name, press the softkey below **Dir** or press **Directory** and go through the above sequence again.

5. When you are ready to exit the directory, press the **Exit** button.

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**To place a call to the name displayed on the directory:**

1. Pick up the handset.

2. While the name is shown, press **Call Display** (if administered).

or, Press the **Exit** button and then dial the number using the dial pad.

# Display, Softkeys, and Control Buttons

**To enter softkey mode:**

The softkeys are the four unlabeled round keys located directly below the display. The four round display control buttons, labeled **Menu**, **Exit**, **Prev**, and **Next** are located under the softkeys.

There are three separate feature option screens. Each of these screens allows you to select from four different features.

You can enter Softkey Mode by pressing the Display Control button labeled **Menu**. The following is an example of a softkey feature menu screen.

Dir Drop HFAns Timer

The top line of each softkey feature menu screen shows you the status of each feature. An arrow appears above the feature name or abbreviation if that feature is active. If there is no arrow above the feature, the feature is not active.

The second line on each softkey feature menu screen shows the features you can access. To use any of these features, you must press the softkey below the feature name or abbreviation. For example, on the feature option screen shown above, you can access the System Directory by pressing the softkey below **Dir** (the System Directory feature). If you want to drop the last person added to a conference call, press the softkey below Drop.

To see the next set of four features, press the display control button labeled **Next**; to move back a screen, press the display control button labeled **Prev**. Press the **Next** or **Prev** button until the feature you want to use appears on the second line. The following flowchart shows the default features for the three feature option screens. These are the 12 softkey features available when the telephone is shipped from the factory.

Dir Drop HFAns Timer

PCall AutCB Prog Pause

LWC RngOf BtnVu Admin

Press the **Exit** button at any time to exit Softkey Mode and return to Normal Mode.

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### Other Softkey Features

There are 12 default softkey features that can be accessed with the softkeys when your telephone is initially installed. However, the system manager may substitute other softkey features in their place. The following table is a list of some of these alternate features and the feature abbreviation associated with each.

| Abbreviation | Feature |
| --- | --- |
| Acct | Account Code Entry |
| AD | Abbreviated Dialing buttons (can be multiple buttons) |
| CFrwd | Call Forwarding All Calls |
| CPark | Call Park |
| CPkUp | Call Pickup |
| CnLWC | Cancel Leave Word Calling |
| Cnslt | Consult |
| Count | ACD Stroke Count (can be up to 10 buttons) |
| Dpkup | Directed Call Pickup |
| Excl | Manual Exclusion |
| GrpPg | Group Paging |
| IAuto | Automatic Intercom |
| IDial | Dial Intercom |
| Inspt | Inspect |
| Mark | AD Special Function Mark |
| Park | Call Park to other Extensions |
| SAC | Send All Calls |
| SFunc | Abbreviated Dialed Special Function |
| Spres | Abbreviated Dialing Suppress |
| Stats | ACD Agent Statistics |
| Stop | Abbreviation Dialing Stop/Indefinite Wait |
| Wait | AD Special Function Wait |

Your display and softkeys allow you to access up to 12 switch-related features. For example, you may want to use the Priority Calling feature to call another extension with a priority ring. You can activate this feature with the softkeys in the following way:

**To activate features using the softkeys:**

**Note:** Priority Calling is used in this example.

1. Press the **Menu** button.

2. Press the **Next** button.

3. To use the Priority Calling feature, press the softkey below **PCall** and then dial the extension.

## Exit

**To exit any display feature:**

1. Press the **Exit** button.

## Hold

**To put a call on hold:**

1. Press **Hold**.

**To return to the call on hold:**

1. Press the call appearance button of the call on hold.

**To answer a new call while active on another:**

1. Press **Hold**.

2. Press the call appearance button of the incoming call.

## Last Number Dialed (Redial)

**To automatically redial the last number dialed:**

1. Press **Redial**.

## Leave Word Calling

**To leave a message after dialing an extension:**

1. Press the **Menu** button and then the softkey below LWC (if available on your display) before hanging up.

or, Press **LWC** (if administered) before hanging up.

{confirmation tone}

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**To leave a message without ringing an extension:**

1. Press the **Menu** button and then the softkey below LWC.

   or, Press **LWC**.

   or, Dial the Leave Word Calling code **#5** while off-hook.

{dial tone}

2. Dial the extension.

{confirmation tone}

3. Hang up.

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**To cancel a Leave Word Calling message:**

1. Press the **Menu** button while on-hook or off-hook, then press the softkey below **CnLWC** (if available on your display).

   or, Press **Cancel LWC** while on-hook or off-hook.

   or, Dial the Leave Word Calling Cancel code **#4** while off-hook.

{dial tone}

2. Dial the extension.

{confirmation tone}

# Message Retrieval

**To see your messages:**

1. Press **Msg Rtrv** (if administered).

2. Press the **Next** button to see the first message (and then for each following message).

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**To see a co-worker's messages:**

1. Press **Cvr Msg Rtrv**.

2. Dial your co-worker's extension.

3. Press the **Next** button to see the first message (and then for each following message).

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**To return a call to the message sender:**

1. Pick up the handset.

2. Press **Call Display** while any part of the message is shown.

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**To return a call for a co-worker:**

1. Press **Trnsfr**.

2. Press **Call Display** while any part of the message is shown.

3. Press **Trnsfr**.

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**To erase a message:**

1. Press **Delete** (if administered) while any part of the message is shown.

# Priority Calling

**To place a priority call:**

1. Press **Menu** and then the softkey below **PCall** (if available on your display).

   or, Press **Priority** (if administered).

   or, Dial the Priority Calling code **\*1**.

{dial tone}

2. Dial the extension.

{confirmation tone}

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**To change a regular call into a priority call:**

1. Press the **Menu** button and then the softkey below **PCall** (if available on your display).

   or, Press **Priority**.

2. Wait for the called party to answer.

## Select Ring

**To select a personalized ringing pattern:**

1. Press **Conf** while on-hook.

2. Continue to press (and then release) **Conf** to cycle through all eight ringing patterns.

3. If you want to save the ringing pattern currently being played, do not press **Conf** anymore. You hear the selected ringing pattern two more times, then it is automatically saved.

{confirmation tone}

## Send All Calls

**To send all calls (except priority calls) to coverage:**

1. Press the **Menu** button and then the softkey below **SAC** (if available on your display) while on-hook.

   or, Press **Send Calls** while on-hook.

   or, Dial the Send All Calls code **\*3** while on-hook.

{confirmation tone}

**To cancel Send All Calls:**

1. Press the **Menu** button and then the softkey below **SAC** again (if available on your display) while on-hook.

   or, Press **Send Calls** again while on-hook.

   or, Dial the Send All Calls Cancel code **#3** while off-hook.

{confirmation tone}

# Speaker (Listen-Only) and Group Listen

**To place a call without lifting the handset or for any listening-only feature (such as monitoring a call on which you have been put on hold or for group listening):**

1. Press **Spkr**.

2. Place a call or access the selected feature.

3. Adjust the speaker volume if necessary.

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**To change from the speaker to the handset:**

1. Pick up the handset.

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**To activate the speaker while using the handset so both are active:**

1. Press **Spkr**.

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**To mute the microphone:**

1. Press **Mute**.

2. Press **Mute** again to resume speaking to the other person.

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**To end a call when only the speaker is active:**

1. Press **Spkr**.

# Speakerphone

**To place or answer a call using the speakerphone:**

1. Press **Spkr**.

2. Place or answer a call, or access the selected feature.

3. Adjust the speakerphone volume if necessary.

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**To use the handset and speakerphone simultaneously:**

1. While you are active on the handset, press **Spkr**.

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**To change from the handset to the speakerphone:**

1. Press **Spkr**.

2. Hang up the handset within 10 seconds.

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**To change from the speakerphone to the handset:**

1. Pick up the handset and talk.

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**To prevent the other party from hearing you:**

1. Press **Mute**.

2. Press **Mute** again to resume speaking to the other person.

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**To end a call when using the speakerphone:**

1. Press **Spkr** again.

## Stored Number

**To view a number stored as a list item:**

1. Press the **Menu** button and then the softkey below **BtnVu**.

   or, Press **View**.

2. Press the selected **Pers List**, **Grp List**, or **Sys List**.

   or, Dial the appropriate Abbreviated Dialing List code:

   List 1 **#7**

   List 2 **#8**

   List 3 **#9**

3. Dial the selected list item (1, 2, 3...).

4. Hang up.

5. To return to the Normal Mode, press the **Exit** button or return to Step 2 to see another stored number.

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**To view the number or feature on a button, or the last number dialed:**

1. Press the **Menu** button and then the softkey below **View** (if available on your display).

   or, Press **View**.

2. Press the selected feature button.

3. To return to the Normal Mode display, press the **Exit** button or return to Step 2 to see another stored number.

# Test

**To test the lights and display:**

1. Press and hold **Trnsfr** while on-hook.

2. To end the test, release **Trnsfr**.

# Timer

**To view the elapsed time:**

1. Press the **Menu** button and then the softkey below **Timer** (if available on your display). This exits you from Softkey Mode.

   or, Press **Timer** (if administered).

2. To stop the timer and clear the display, press the **Menu** button and then the softkey below **Timer** again (if available on your display).

   or, Press **Timer** again.

# Transfer

**To send the present call to another number:**

1. Press **Trnsfr** while on a call.

{dial tone}

2.  Dial the number to which the call is to be transferred.

{ringback tone}

3.  Remain on the line and announce the call. If the line is busy or there is no answer, return to the call on hold by pressing its call appearance button.

4.  Press **Trnsfr** again.

5.  Hang up.