

#### Adding an entry from the call log to your contact list

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

#### **Ring Sounds**

Calls are presented with a number of different ring patterns.

1. Internal Calls: *Repeated single ring.*
2. External Calls: *Repeated double ring.*
3. Ringback/Return Calls: *Repeated single-ring followed by two short rings.*
4. Coverage Ring: *Variable*
5. Attention Ring: *Variable*

#### Adjusting the sound of the ring

1. Press the **A MENU** button.
2. Press the **Select** soft key.
3. Use the up and down arrow keys to locate the option **Personalized Ringing**. Press the **Select** soft key .
  - Use the up and down arrow keys to scroll through the different available ring patterns.
  - Press the **Play** soft key to repeat the currently display ring pattern.
  - To make the currently displayed ring pattern the selected ring pattern for the phone press the **Save** soft key.
  - To leave the menu without making any changes press the **Cancel** soft key.
4. When completed, press the **Done** soft key.
5. Press the **Exit** soft key to exit the menus.

# AVAYA

## one-X 1608 IP Telephone

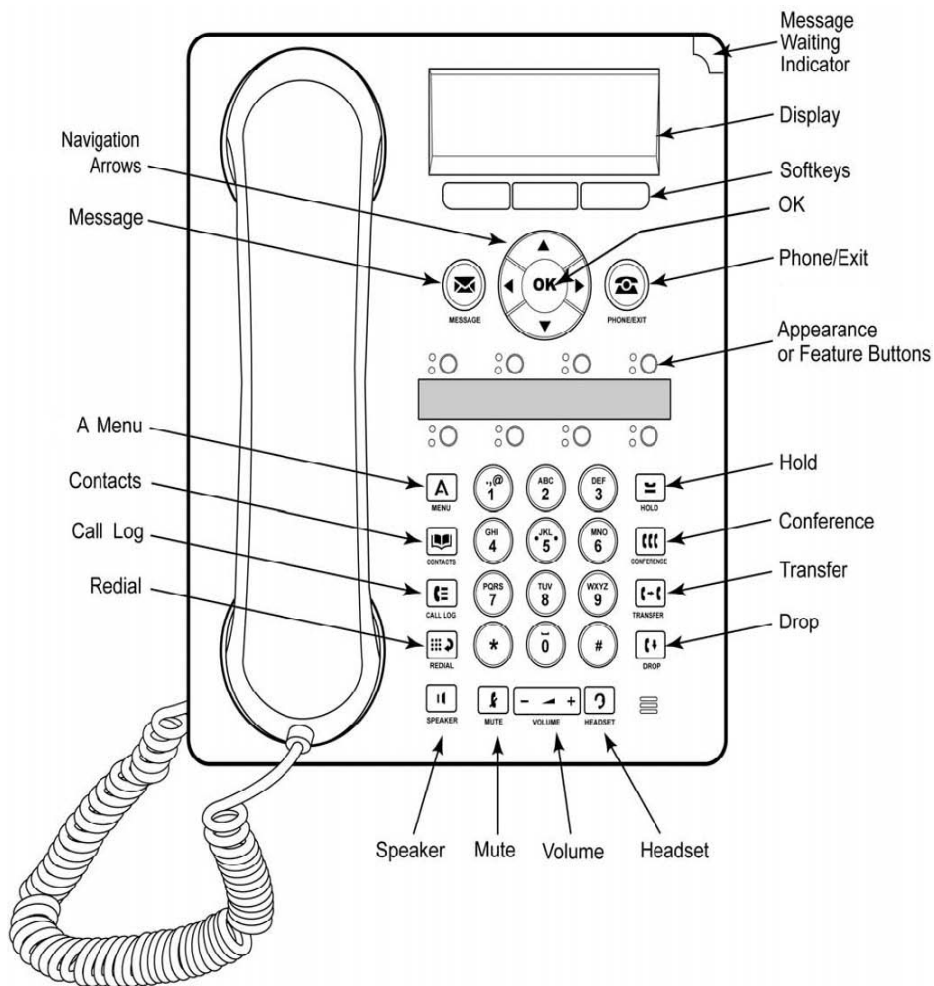
## Quick Reference Guide



**Office of Technology Services  
College Hall 140  
X2597**

**To report a problem please visit:  
[www.wpunj.edu/help](http://www.wpunj.edu/help)**

# At a Glance



4. Enter the name using the dial pad. To enter characters using the dial pad:
  - Repeatedly press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
  - Pause before entering the next character if the characters are on the same key.
  - To enter a space, press 0.
  - Enter remaining letters or numbers.
5. Press the **Bksp** soft key to delete the last character

## Editing a contact

1. Press the **Contacts** button.
2. Scroll to the contact you want to edit.
3. Press the **Details** soft key.
4. Press the **Edit** soft key.
5. Scroll up or down to choose the field you want to edit.
6. Use the dial pad and soft keys to make changes to the contact information.
7. Press the **Save** soft key or the OK button to save your changes.

## Calling a person from the Contacts button.

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** soft key.

## 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** soft key.

### 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** soft key.
  - Press the **Join** soft key 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

## 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.

### 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 will 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 (typically your voice mail box).
2. To turn the feature off, press the **SAC** feature button.

## Contacts

### Adding a new contact

1. Press the **Contacts** button.
2. Press the **More** soft key.
3. Press the **New** soft key.

The following keys are found on the phone:

Key	Description
	<b>Soft Keys</b> - These 3 keys below the display have variable functions. When the key is active, its function is indicated by the text label above it. The left hand key is usually linked to the <b>OK</b> key.
	<b>Message</b> - This key is used to access your voicemail system. By default this uses a series of menus on your phone's display.
	<b>Navigation Keys</b> - Press the ▲ up and down ▼ arrow keys to scroll through lists. The ↓ ↑ ↵ arrow icons indicate where you are in a list. In some menus, you can also use the ◀ left and right ▶ arrow keys to enter and exit different levels of the menu. A menu option that accesses a sub-menu is indicated by the ... dots (ellipsis) icon after its name. In some menus, the ◀ and ▶ symbols in the display indicate a value that can be changed by pressing the ◀ left and right ▶ arrow keys.
	<b>OK</b> - The <b>OK</b> key normally matches the function offered by the left hand soft key below the screen.
	<b>PHONE/EXIT</b> - This key is used to exit any menu you are in and return to the appearance buttons menu. During a call it can also be used to toggle the options displayed on the appearance menu.
	<b>MENU</b> - This key is used to access a menu for phone settings and information.
	<b>CONTACTS</b> <sup>64</sup> - This key is used to display the various directories (personal and shared) of names and telephone numbers to which you have access.
	<b>CALL LOG</b> <sup>72</sup> - This key displays a record of you most recent answered, missed and outgoing calls. The button is illuminated when you have new missed calls.
	<b>REDIAL</b> <sup>42</sup> - This key is used to either redial the last call you made or to show a list of the last calls you made from which you can select the number to redial.
	<b>HOLD</b> <sup>47</sup> - This key is used to put the call you are currently talking to on hold.
	<b>CONFERENCE</b> <sup>56</sup> - This key is used to start a conference call and to add callers to an existing conference.
	<b>TRANSFER</b> <sup>52</sup> - This key is used to transfer calls to another number.
	<b>DROP</b> <sup>36</sup> - Press the <b>Drop</b> key to drop the active call. It can also be used to redirect a ringing call to voicemail. While on a conference call, you can press the <b>Drop</b> key to drop a person from the conference call.
	<b>VOLUME</b> <sup>140</sup> - Press + plus or - minus on the <b>Volume</b> key to adjust the volume of the incoming call. Separate volumes can be adjusted for the ringer, handset, headset and speaker.
	<b>HEADSET</b> <sup>60</sup> - This key is used to answer and end calls using a headset connected to the phones headset socket. The button is lit when you are connected to a call using the headset.
	<b>MUTE</b> <sup>36</sup> - This key can be used to mute your speech to the currently connected call. The button is lit while mute is active.
	<b>SPEAKER</b> <sup>62</sup> - This key is used to answer and end calls using the phone's handsfree speaker and microphone. The button is lit when you are connected to a call handsfree.
	These keys have two roles: <ul style="list-style-type: none"> <li>• <b>Appearance Keys</b> <sup>20</sup> - These button represent calls that you can make or receive.</li> <li>• <b>Feature Buttons</b> <sup>116</sup> - Those key not configured as appearance keys can be used for other functions.</li> </ul>

## Basic Telephone Features

### 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 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 soft key 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.

### Call /Line Appearances or Feature Buttons

There are 8 Call/Line Appearances or Feature Buttons on the phone. The first 3 call/line appearances are for the extension number of the phone. The first two can be used for both incoming and outgoing calls. The 3rd appearance is restricted to outgoing calls only. This permits a call from either the first or second appearance to be transferred if both lines are active. The remaining lines must be programmed by the System Administrator for other special features.

### Answering and Making a Call

#### Answering a Call

Answer an incoming call in the following ways:

1. 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** soft key if one appears.
  - 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.
2. If you are on another call, press the **Call/Line** appearance button whose green **LED** flashes for the incoming call, or

#### 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** soft key 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** soft key 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** soft key to transfer the call.

### Directory—Calling a Person on Campus

1. Press **0** for the NameConnector.
2. Say the person's name when prompted for automatic connection to their extension.

### Conference Calls

#### Making a conference call

1. While on a call, press the **Conference** button.
2. Dial the telephone number, or call the person the contact list, or call the person from the call log.