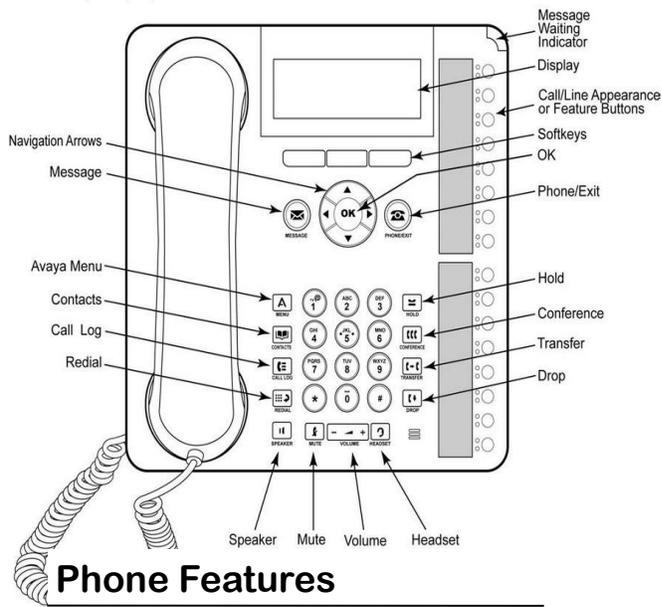


# Avaya 1416 Phone User Guide



## Phone Features

**Call Park** This feature can put a call on hold and retrieved from any other extension within the office.

1. Whenever you receive a call and wish to Park it, press [**CPark1**] or [**CPark2**].
2. Because you parked the call you will see a diamond shape w next to park slot you selected. Everyone else will see an underline under the parked slot, i.e. **CPark1**.

**To retrieve the call from another extension**

1. Press the park slot that you were notified to retrieve, i.e. **CPark1**
2. Press [**Accept**] or [**CallPkup**] softkey

## Transfer Direct to Voicemail (DVM)

1. Once you have the call, press the [**Transfer**] Softkey
2. Press [**DVM**].
3. Enter the extension once you hear the announcement instructing you to do so.
4. Hang-up right away so the caller can hear the beginning of the voicemail greeting.

**Twining** This feature will simultaneously ring your cell phone when your desk phone rings.

1. Press [**Twining**], mobile number will be on display
2. Press [**Done**] softkey, green light will indicate twining is active
3. Press [**Twining**] to deactivate

## Answering and Making Calls

### Answering a call

If you are not already on a call, lift the handset. If you are already on a call, press the alerting call appearance button (slow flashing green lamp) puts the existing call on hold and answers the alerting call. To answer the call on speakerphone, press the **SPEAKER** button. To answer the call using a headset, press the **HEADSET** button.

### Making a call

1. Dial an extension or for external calls dial **9+1+ area code +number**
2. When answered, either lift the handset or continue on speakerphone.

### Calling a person from the call log

1. Press the **CALL LOG** button.
2. Scroll 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

### 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** soft key.

### Transferring a Call

1. While connected to the call you want to transfer, press **TRANSFER**.
2. Dial the telephone number.
3. Press **TRANSFER** or [**Complete**] to complete the transfer.  
If user does not answer press [**Cancel**] to return to original call

### Making a conference call

1. While active on a call, press the **CONFERENCE** button. The call is put on hold.
2. Call the person you want to add to a conference.
3. When they answer, if they want to join the conference press the **CONFERENCE** button again. If they do not want to join the conference, press the **DROP** button. Then press the fast flashing green button.

### Adding a person to a conference call

1. Press the **HOLD** button to put the conference on hold.
2. Call the person you want to add to a conference.
  - When they answer, if they want to join the conference press the **CONFERENCE** button again.
  - If they do not want to join the conference, press the **DROP** button.

## Page

1. Press **Page Overhead**
2. Make your announcement
3. Press [**Drop**] or hang up handset