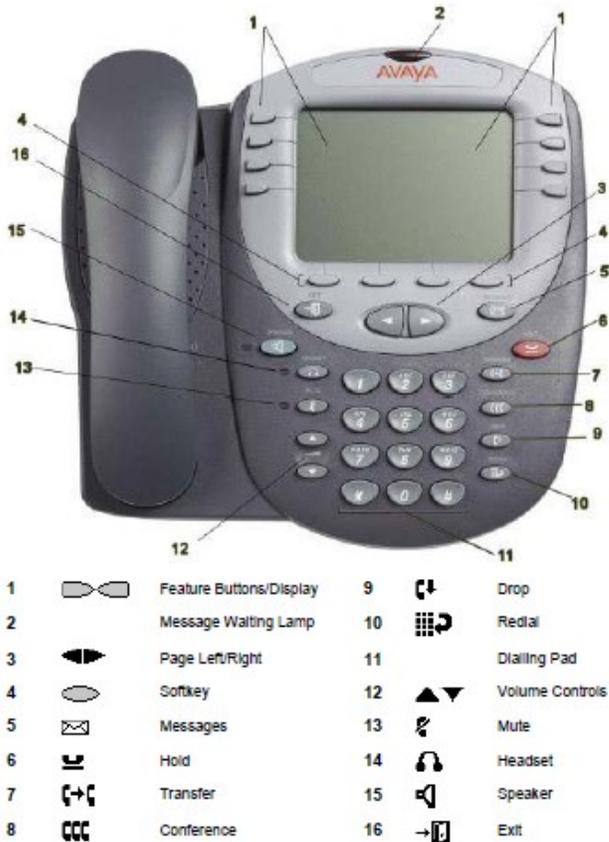


Avaya 5410/5420 Phone User Guide



In Call Functions

Putting a Call on Hold

1. Press the **[Hold]** button.
2. To return to the held call press the **Call Appearance** button of the call

Transferring a Call

1. Once you have the caller press the **[Transfer]** button and dial the telephone number, call the person from the Speed Dial list, or call the person from the Log
 2. Do one of the following:
 - To transfer the call without announcing it, press **[Transfer]** again and hang up
 - To announce the call before transferring it, wait for the called party to answer. If the called party accepts the call, press **[Speaker]** to complete the transfer.
- If the called party does not wish to accept the call, press **[Drop]** To return to the original caller, press it's call appearance button
- If the line is busy or if there is no answer, press **[Drop]** You can return to the held call by pressing it's call appearance button.

Conference Calls (With Conference you can have up to 6 people including yourself).

1. With a call in progress, press **Conference** to place the call on hold.
 2. Dial the number of the person you want to add to the call.
 3. Wait for an answer and press **Conference** again to add the other party to the conference.
- If the called party does not answer or does not want to join the conference, press **[Drop]**. You can return to the held call by pressing it's call appearance button.
4. Repeat steps 1 through 3 to add other people to the conference.

Answering and Making Calls

Making a call

- For outside calls, select line you wish to dial from and dial number
- For internal calls, lift handset and dial extension

Answering a call

1. Lift the handset, or
2. Press **[Speaker]** or,
3. Press the **Call Appearance** button  next to

Calling a person from the **Speed Dial**

1. Press **SpDial** to access your personal Speed Dial List
2. Either use **◀▶** to display different pages of speed dials or key the first letter of the required name to jump to the page with a matching entry.
3. When you locate the entry you want to call, press the key next to the entry

Calling a person from the Log

1. Press **Log** and select from **Missed**, **InsAns** or **Outgoing**. Use **◀▶** to cycle through the pages.
2. Press the key next to the required entry and then **Call**.
3. If the number shown is external but doesn't include the outside line access code (9), go off hook, dial the prefix and then press **Call**

Features

Transfer Direct to Voicemail

Transfer calls to voicemail with out ringing the other user's phone

1. Once you have the caller on the phone press **[Transfer]**.
2. Press **[DirectVM]** or **[DVM]**.
4. Wait for the announcement instructing you to enter the user's extension number.
3. Press **[Transfer]** right away.

Call user's voicemail directly

1. Pick up handset and press **[DirectVM]** or **[DVM]**.
2. Wait for the announcement instructing you to enter the user's extension number.
3. Enter user's extension and leave a message after the tone.

Page All

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

Intercom

This feature allows you to page another user's phone.

1. Press **[Auto]/ [Intercom]**
2. Enter the user's extension followed by # or press **[Done]**
3. The other user will hear a tone indicating they are being intercom. However, if the user is currently on a call the phone will ring to user and a regular call.

Personal Speed Dial (With the **5410** the log holds up to 48 entries in total and with the **5420** up to 100 entries)

1. From the Home screen, press the **[SpDial]** button. **If you are using a 5410, press one of the four menu buttons underneath the display to access the [SpDial] button.**
2. Press the **[Add]** button.
3. Using the dial pad, enter the name. (Up to 13 characters). You may need to press the number key multiple times to get to the correct letter you want.
4. When you are done entering a name, press the button to the left of the Number field. Remember for an outside number enter 9 followed by the way you would normally dial it.
5. When you are done press **[Save]** and then **[Exit]**.

To edit stored speed dial entries

1. Press the **[SpDial]** button.
 2. Press the **[Edit]** button.
 3. Press the button corresponding to the name you want to edit.
- Note:** Press the feature button to the right of **Insert Mode is** so that you can backspace without erasing characters during text entry.
4. Edit name and/or number, press **[Save]** and **[Exit]**.

To delete stored speed dial entries

1. From the Home screen, press the **[SpDial]** button.
 2. Press the **[Delete]** button.
 3. Press the button corresponding to the name you want to delete.
- Note:** As you enter numbers into you speed dial it will arrange the numbers in alphabetic order. You can only use the **Page left & right** to scroll through the numbers. If there are numbers that you are dial more often and wish to have them appear at the beginning of your list, you may put a number in from of it, i.e. 01 CTI.

Call Log (Up to 48 on the 5410 and up to 100 entries on the 5420).

1. Press the **[Log]** button
The Options you have are: **Missed, InAns** or **Outgo**.
2. Select the list you want to view. You will know which list you are view because you will see an arrow **►** next to it.
3. Once you locate the caller id, press the button next to the number to review more information about the call, such as time, date.
4. You now either press the button underneath:
[Call] to return the call
[Delete] to remove it from your call log
[Save] to add the call to you Speed Dial.

Saving a Log entry to Speed Dial

1. Press **Log** and select from **Missed, InAns** or **Outgo**.
2. Use **◀▶** to display different **Log** pages.
3. Press the key next to the entry you wish to save.
4. Press **Save**. The speed dial editing screen appears, prefilled with the details from the call log entry.
5. *Refer to Personal Speed Dial instructions to continue*