TelephoneMagic.com

IP Office Release 6

1403, 1603 Phone Reference Guide

15-601013 Issue 02c - (02 February 2010)

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Chapter 1.
1403, 1603

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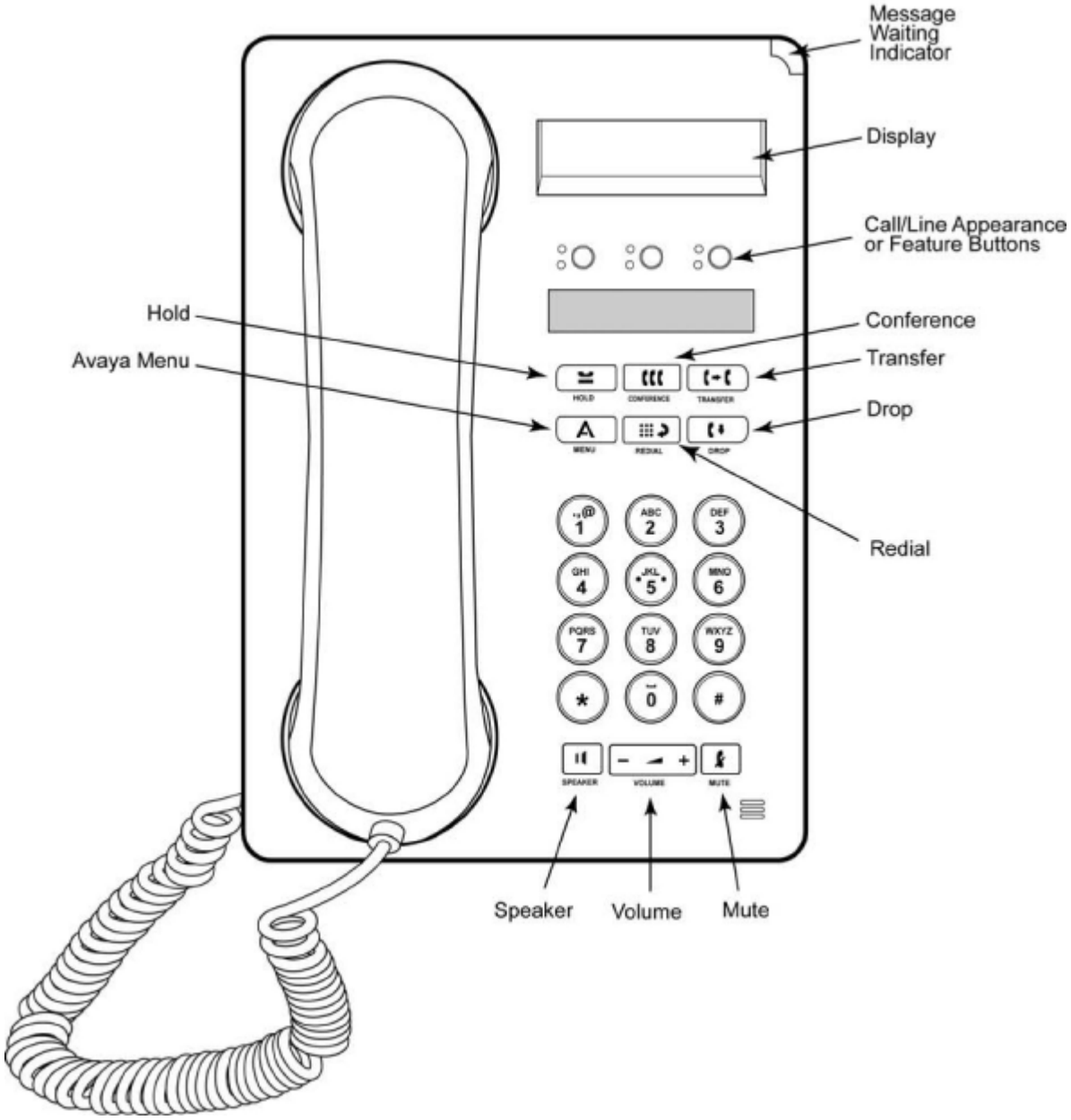
1. 1403, 1603

This guide covers the operation of 1403, 1603 and 1603SW telephones on the Avaya IP Office telephone system. Note that not all features described in this user guide may be available on your telephone. If you find that a feature is not available, contact your system administrator.

The 1403, 1603 and 1603SW phones are all similar in their operation and have the same user controls as shown below.



Name	Description
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
Avaya Menu	Press the A button to access the Avaya menu. Press the A button twice to exit the Avaya menu. The Avaya menu provides options that allow you to customize phone settings, select the display language, view network information, and log out.
Redial	Press Redial to dial the last number you dialed.
Hold	Press Hold to put the active call on hold.
Conference	Press Conference to add another party to an existing call.
Transfer	Press Transfer to transfer a call to another number.
Drop	Press Drop to drop the active call. While on a conference call, press Drop to drop the last person added to the conference call.
Volume	Press + or - on the volume button while active on the handset or speaker to adjust the volume. To adjust the volume of the ringer, press + or - on the volume button while the handset and speaker are inactive.
Mute	Press Mute to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset.
Feature Buttons and Call/Line Appearance Buttons	There are 3 buttons that can be programmed by the system administrator as either call/line appearance buttons or feature buttons. Press a call/line appearance button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. Typically, two buttons are administered as call/ line appearance buttons and one button is administered as a feature button. The feature button provides access to an Avaya call management system feature that has been administered for your extension. The green LED next to the feature button indicates if the feature is currently on or off. If the light is on, the feature is on.

1.1 Important Safety Information

- ! Warning: This handset may pickup small metal objects such as metal pins or staples.
- During a power surge, EFT or ESD, calls may be dropped. After a power surge, EFT or ESD, it is normal for the phone to restart.
- Using a cell phone, mobile phone, GSM phone or two-way radio in close proximity to an Avaya telephone might cause interference.
- The phone should not be connected directly to the outdoor telecommunication network.

1.2 About LEDs

Each call/line appearance button and feature button has two LEDs, one green and one red, to indicate the status of the call/line appearance or feature. The status is identified by whether the LED is turned on, off, or blinking as described in the following tables.

Table 1. Call/Line Appearance Button LEDs

LED	Description
Steady green	Call/line appearance is active.
Slow blinking green	Call/line appearance is ringing.
Fast blinking green	Call/line appearance is on hold.
Very fast blinking green	Conference or Transfer is pending.
Steady red	Call/line appearance is selected and will be used when you go off-hook. It remains steady red while you use the call/line appearance.
Off	Call/line appearance is available.

Table 2. Feature Button LEDs

LED	Description
Steady green	Feature is active.
Blinking green	Feature is pending (request is being processed and not immediately available).
Off	Feature is not active.

1.3 About Icons

Icons are provided in the phone display to indicate the state of a call and navigation choices. The icons that appear in the phone display are described in the following table.

Table 3. Icons in the Telephone Display

Icon	Description
	Call forward or Send All Calls is active. (These features are available if they have been administered for your telephone.)
	Incoming call is ringing.
	Call is active.
	Call is on hold.
	Call is on soft hold (when using Conference or Transfer feature).
	Conference is active.
	Conference is on hold.
	Scroll up or down for other options.

1.4 About Paper Labels

Next to each call/line appearance button and feature button is a paper label. The label identifies the call/line appearance number or the feature that has been programmed on the button by your system administrator. You can remove the labels if you want to change a label or write on a blank one. Printed labels are also available for your telephone. See your system administrator for more information.

Chapter 2.
Basic Telephone Operation

2. Basic Telephone Operation

2.1 Making a Call

If you are not on a call, simply dial the number you want to call.

1. Lift the handset, press Speaker or press an available line button.
2. Dial the number you want to call.

2.2 Redialling a Number

Press Redial to call the last number dialed.

2.3 Answering a Call

When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

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 Speaker to answer using the speakerphone.
- If you are on another call, press the call/line appearance button whose green LED flashes for the incoming call.
  - If the Auto Hold feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

2.4 Muting a Call

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

1. Press the Mute button during a call so that the other person cannot hear you.
2. Press the Mute button again to unmute the call.

2.5 Putting a Call on Hold

1. Press Hold to put your active call on hold. The fast blinking green LED next to the call/line appearance button indicates the call is on hold.
2. To resume the call, press the call/line appearance button to resume the call.

2.6 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 Transfer.
   - The very fast blinking green LED next to the call/line appearance button indicates the call is being transferred.
3. Dial the telephone number.
   - To transfer the call to a call that is on hold, press the call/line appearance button for the call that is on hold.
4. Press Transfer again or hang up to complete the transfer.

2.7 Conference Calls

You can use conference calls to speak with up to three people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Making a conference call

1. While active on a call, press Conference.
   - Note: The very fast blinking green LED next to the call/line appearance button indicates the call is being conferenced.
2. Dial the telephone number.
3. Press Conference to add the person to the existing call.

Putting a conference call on hold

When you put a conference call on hold, the other parties can still talk to each other.

1. Press Hold during a conference call. The blinking green LED next to the call/line appearance button indicates the conference is on hold.
2. To resume the call, press the call/line appearance button to resume the call.

Dropping a person from a conference call

1. While active on a conference call, press Drop.
2. Press # to drop the person shown, press * to view the next person.

2.8 Getting Your Messages

A red light on the upper right-hand corner of your telephone indicates when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Logging into your voice mail

1. To log in to your voice mail, follow the instructions provided by your system administrator.
2. Once you are logged in, follow the voice prompts from your voice mail system.

2.9 The Avaya Menu

You can use the Avaya Menu to adjust and customize phone settings, select the display language, view network settings, and log out. To access the Avaya Menu, press the A button. To exit the Avaya Menu, press the A button twice.

The options available vary depending on the type of phone.

1403 A-Menu	Option	Description
Screen/Sounds	Bright	Adjust the display brightness.
	Contrast	Adjust the display contrast.
	Ring Type	Select the noise used for ringing.
	Clicks	Turn on or off the clicks heard when moving around the phone's menus.
	Error Tones	Turn on or off the error tone sometimes heard when using the phone's menus.
Call Settings	Visual Alert	Turn on or off the flashing of the message lamp when an incoming call is waiting to be answered.
	Audible Alert	Turn on or off the use of the audible ringer.
Advanced	Handset AGC	Turn on or off automatic gain control for the handset.
	Speaker AGC	Turn on or off automatic gain control for the speaker.
	Speaker Open	Adjust the speaker operation for different environments.
	Handset TX NR	Turn on or off noise reduction on the handset.
	Language	Select a language for the phone menus. The languages available will depend on those installed.
	Erase Options	Reset all options to their defaults.
	Erase Language	Reset the phone back to the default language.
	Self Test	Put the phone into its self-test mode. All lights on the phone are lit and a tone is played for every button pressed.

1603 A-Menu	Option	Description
Screen	Bright	Adjust the display brightness.
	Contrast	Adjust the display contrast.
	Visual Alert	Turn on or off the flashing of the message lamp when an incoming call is waiting to be answered.
Sounds	Ring Type	Select the noise used for ringing.
	Clicks	Turn on or off the clicks heard when moving around the phone's menus.
	Tones	Turn on or off the error tone sometimes heard when using the phone's menus.
Advanced	Backup	Force a manual backup of your phone settings.
	Restore	Force a manual restore of your phone settings.
	Handset	Turn on or off automatic gain control for the handset.
	Speaker	Turn on or off automatic gain control for the speaker.
	Language	Select a language for the phone menus. The languages available will depend on those installed.
Network Info	Audio info	Display information about the current call.
	IP Info	Display the phones current IP address settings and similar information.
	QoS	Display the QoS settings being used by the phone.
	Interface	Display the current settings of the phones ethernet LAN connections.
Log Out		Unregister the phone from the telephone system. We recommend that this option is not used. Use the IP Office telephone systems own login and logout controls. Consult with your system administrator.

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