Avaya 1600 Series IP Telephone

**Getting Started**

1. **Answering and Making Calls**
2. **Creating and Saving Contacts**
3. **Conference Calls**
4. **Using the Call Log**

**Answering Calls**

1. If you are not on another call, lift the handset
   Or press the corresponding call line button, located above the dial pad. If you only press the button without lifting the handset, it will put you on speaker phone.
2. If you would like to use a different method:
   - Press the Speaker button.
   - Press the Headset button (requires headset).

**Making Calls**

1. Start by either:
   - Lifting the handset;
   - Pressing the Headset button; or
   - Pressing the Speaker button;
   - Pressing the button if an idle call line is available.
2. Then dial the number you want to enter.
   Remember to dial 9 for an outside number

**Creating and Saving Contacts**

**Creating Contacts**

1. Press the Contacts button.
2. Press the More softkey.
3. Press the New softkey.
4. Enter the name using the Dialpad.

   To enter characters using the Dialpad:
   - 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.
   - Enter remaining letters or numbers.
   - To enter a space, press 0.
   - Press the Bksp softkey to delete the last character.

5. When finished, press the OK button or the OK softkey.
6. You will be prompted to enter the telephone number of the contact, enter it now.
7. Press the Save softkey or the OK button.

**Calling Contacts**

1. Press the Contacts button.
2. Scroll up or down to select the person or number you want to call.
3. Press the Call softkey.

**Conference Calls**

**Making a Conference Call**

1. While already in a call, press the Transfer button. Then:
   - Dial the telephone number; or
   - Call the person from your Contacts list; or
   - Call the person from your Call log.
2. Press the Conference button to complete the call.

**Adding a Person on Hold**

1. While already in a call, press the Conference button.
2. Press the call/line button for the call on hold; or
   - Scroll to the call on hold and press the Resume softkey.
2. Press the Conference button or the Join softkey.

**Dropping the Last Person**

Press the Drop button.

**Put a Call on Hold**

Press the Hold button.

**Transferring a Call**

1. While already in a call, press the Transfer button.
2. Dial the number which you would like to transfer. (5-digits for on-campus, 7-digits for off).
3. Press the Transfer button again to complete the call.
**Using the Call Log**

**Making a Call**

1. Press the **Call Log** button.
2. Press the **Left arrow** or **Right arrow** to view the following different call types:
   - All Calls
   - Missed Calls
   - Answered Calls
   - Outgoing Calls
3. After selecting the type of call, press the **Up arrow** or **Down arrow** to select the **person** or **number** from the previous selection.
4. Press the **OK** button or the **Call** softkey.

**Adding Contact from Call Log**

1. Press the **Call Log** button.
2. Find the number through the process listed above.
3. Press the **Details** softkey.
4. Press the **+Contact** softkey.
5. To edit the name or number, press the **Up arrow** or **Down arrow** to select the corresponding field, then enter the numbers or letters with the **Dialpad**.
6. Press the **Save** softkey or the **OK** button.