



Phone: 519-748-2226, Ext. 223  
Address: 969 Guelph St., Kitchener, ON



## Avaya IP Office Phone System - Quick Reference Sheet:

**(Default Log-in Password: 2-5-8-0-2-5-8-0 )**

### Placing Calls:

- To dial 911 for an **Emergency Call**, simply lift the receiver, then press 9 or manually select the line, and then dial 911.
- To make an **Internal Call** to any other extension lift receiver, and then dial the 3-digit (or 4-digit) extension # of the person you wish to call.
- To make an **External Call**, lift receiver, press **9** or manually select the line, and then dial the 10-digit phone number. Remember to add 1, if long distance call.

### Transferring Calls:

- To transfer a caller to someone else, while on a live call, press the **Transfer** button (**soft button will appear on bottom of screen, second button from the right site**). This will place the current caller on hold and allow you to dial the extension # of the person you want to transfer the caller to. You can then hang up or press the 'Complete' (soft button) – this will disconnect you and connect the caller to recipient. Alternatively, you can wait for the recipient to answer, and speak with them prior to transferring the call (the caller will not hear this dialogue), then hang up or press 'Complete'. To transfer the caller directly to the recipient's mailbox, press **Transfer** + # + **extension number** and then hung up or press 'Complete' (soft button).

### Paging:

- To page, simply press the **Page** button, wait 2 seconds, you will hear a tone, and then you may speak into the receiver to broadcast your message through the overhead paging speakers + telephones (if desired).

### Conferencing:

- To initiate a conference call, while on a live call, press the **Conference** soft button, on the bottom of the screen second button from the left, this will allow you to add/ dial out to a second participant, whether it's an extension or external phone number (remember to dial 9 + telephone #, and 1 if long distance). Once connected with second participant, press the **Conference** soft button again, and this will connect all three parties. Repeat this process to add additional participants. External participants are limited to number of telephone lines on the phone system.

### Hold:

- While on a live call, press the **Hold** soft button on the bottom left of the screen. On the right side of the screen you will notice the caller has been placed on hold on one of the intercom slots

(whichever one the call originated on i.e. intercom slot 1 or 2). To retrieve this call, simply press the corresponding intercom slot/ button that the caller was placed on hold.

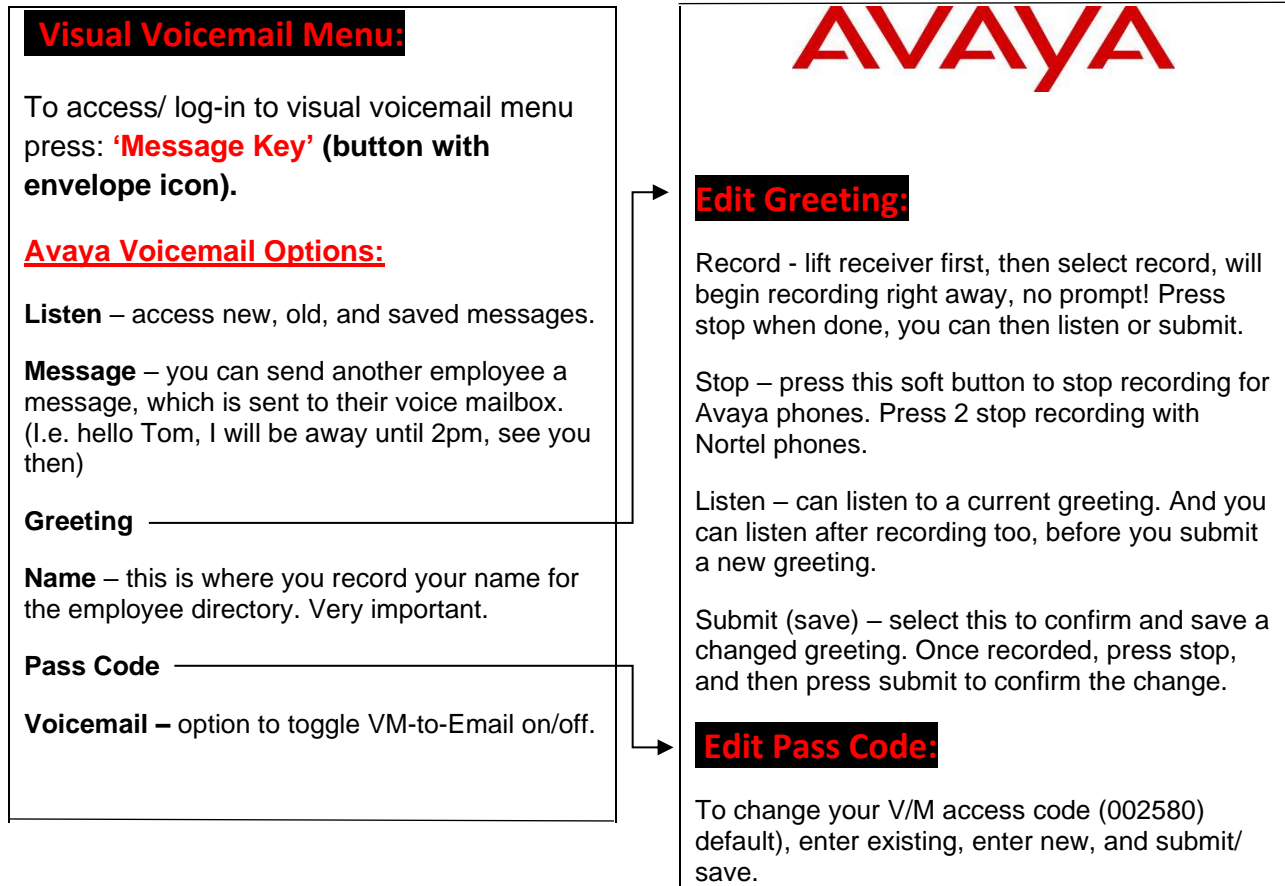
**Parking Calls:**

- To utilize the **Call Park** feature, while on the phone with the caller, press anyone of the **Park** slots, i.e. **Park 101**, **Park 102**. You can then hang up the phone. You will have the option to either page the recipient to pick up the call (e.g. “Ron, pick-up 101”) or you can intercom the recipient directly by dialing their extension. To retrieve the parked call simply press the ‘park slot’ the call was parked on, it will pull up the phone number that has been parked to confirm your choice, and then press “connect” soft button at the bottom of the screen.

**Avaya Visual Voicemail Menu: Quick Reference Guide:**

**NOTE:** The default voicemail password is: **0-0-2-5-8-0**

**NOTE:** Everyone must record their personal voicemail greeting and record their name, so they are accessible via the company directory!



# Avaya Advanced Voicemail Menu: Quick Reference Guide

**NOTE:** The default password is: 0-0-2-5-8-0

**Everyone must record their personal voicemail greeting and record their name, so they are accessible via the company directory!**

<p><b>Mailbox:</b></p> <p>To log into this advanced voicemail menu dial: <b>*17 + enter mailbox # (ext. #) + password.</b></p> <p>Play old messages                    1</p> <p>Play saved messages                2</p> <p>Fast forward                         #</p> <p>Rewind                                 *</p> <p>Repeat last message                7</p> <p>Skip current message               9</p> <p>Delete current message            4</p> <p>Save current message               5</p> <p><b><u>Edit greeting</u></b>                      3</p> <p><b><u>Record name</u></b>                      *05</p> <p>Change mailbox code               *04</p> <p>Help                                    *4</p> <p>Mark message as new               *06</p> <p>Call back sender                    **</p> <p>Forward message                    6</p> <p><b>AVAVA</b></p>	<p><b>3. Edit Greeting:</b></p> <p>Listen to greeting                    1</p> <p>Record new greeting                2</p> <p>Save new greeting                    3</p> <p>Save new greeting as a loop        4</p> <p>Return to mailbox options         8</p>	<p><b>6. Forwarding:</b></p> <p>Forward to extensions               2</p> <p>Forward with header message      3</p> <p>(Follow each extension number with # and then a final # to finish)</p>
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