

USER GUIDE



AVAYA IP OFFICE 1408 DIGITAL PHONES/1608 IP PHONES



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PHONE BUTTONS AND FEATURES



- | | |
|------------------------------------|--------------------------------------|
| 1. Voicemail Access | 10. Headset |
| 2. Call Appearance / Function Keys | 11. Drop Call |
| 3. Menu | 12. Transfer |
| 4. Contacts | 13. Conference |
| 5. Call Log | 14. Hold |
| 6. Redial | 15. Navigation Arrows |
| 7. Speaker Phone | 16. Log In / Log Out or Phone / Exit |
| 8. Mute | 17. Soft Keys |
| 9. Volume | 18. Message Indicator |

ADJUSTING THE DISPLAY

1. Press the "A" button
2. Select "Screen / Sound Options"
3. Press the "Select" soft key or the "OK" button
4. Select "Brightness" or "Contrast"
5. Press "Select" soft key or the "OK" button
6. Scroll to the right or left to adjust the brightness or contrast

MAKING A CALL

1. Lift the handset or press the speaker button
2. Dial the number you want to call

DIALING PROCEDURES

- **Internal Extensions:** Dial three digit extension
- **Local Number:** Dial 9 + 7 digit local number
- **Toll Free Number:** Dial 9 + 1 + toll free number
- **Long Distance (Domestic):** Dial 9 + 1 + area code + number

REDIAL

1. Press the redial button
 - The last number will be redialed or you will see a list of recent numbers that you may choose from
2. Press the “OK” button

PLACING A CALL ON HOLD

1. Press the “Hold” button to put your active call on hold
 - The blinking green LED next to the call appearance button indicates the call is on hold
2. To resume the call press the “Hold” button or press the “Call Appearance” button

TRANSFERRING CALLS

1. If the call you want to transfer is not your active call, press the “Call Line Appearance” button for the call you wish to transfer
2. Press the “Transfer” button
 - The blinking green LED light next to the call appearance button indicates the call is being transferred
3. Dial the number or extension that you are transferring the call to
4. Press the “Transfer” button or the “Complete” soft key to complete the transfer

CONFERENCE CALLS

1. While on an active call, press the "Conference" button
 - The blinking green LED light indicates the call is being conferenced
2. Dial the phone number you would like to conference
3. Press the "Conference" button or the "Join" soft key to add the person to the existing call
4. To drop the last person added, press "Drop"
5. To drop a person from the call, select the "Details" soft key
6. Scroll to the person you would like to drop and press "Drop"

ADDING A CALL ON HOLD TO A CONFERENCE CALL

1. Select your active conference call
2. Press the "Conference" button to put the conference call on soft hold
3. Press the "Call Line Appearance" for the call on hold - be sure not to choose the conference call that is on soft hold
4. Press the "Join" soft key or the "Conference" button to add the call to the conference

CONTACTS

Up to 100 contact name and numbers can be saved in your new phone

ADDING A NEW CONTACT

1. Press the "Contacts" button
 - If this is the first contact you are adding skip to the next step
2. Press the "More" soft key
3. Press the "New" soft key
4. Enter the name using the dial pad. To enter numbers:
 - Press the number key that corresponds to the letter or number that you want to enter until the desired option is displayed
 - Pause before entering the next character, if they are on the same key
 - To enter a space, press "0"
 - Press "Bksp" to delete the last character. To delete a character other than the last, use the arrow keys to move the cursor to the left of the character you would like to delete. Then, press "Bksp" to remove the character
5. Press the "OK" button or the "OK" soft key
6. Enter the telephone number as if you were dialing it directly
7. Press the "Save" soft key or the "OK" button

CONTACTS (CONTINUED)

EDITING A CONTACT

1. Press the "Contacts" button
2. Scroll to the contact you want to edit
3. Press the "Edit" soft key
4. Scroll up or down to choose the field you want to edit
5. Use the dial pad and the soft keys to make changes to the contact information
6. Press the "Save" soft key or the "OK" button to save your changes

VIEWING CONTACT DETAILS

1. Press the "Contacts" button
2. Scroll to the contact you want to view
 - Names are alphabetical by last name. To return to the top of the list, press "Contacts" again
3. Press the "Details" soft key to see the contact name and number

CONTACTS (CONTINUED)

DELETING A CONTACT

1. Press the "Contacts" button
2. Scroll to the contact you want to delete
3. Press "More" > "Delete"
4. Press the "Delete" soft key again to confirm
 - If you press "Cancel" soft key prior to pressing the "Delete" soft key, your contact information will not be removed

CALLING FROM THE CONTACTS LIST

1. Press the "Contacts" button
2. Scroll up or down to select the person you want to call
3. Press the "OK" button or the "Call" soft key

CALL FORWARDING/PARK

FORWARDING A CALL

1. Press the soft key under “Features” on the display
2. Use the navigation arrow to scroll down to “Forward” and press the “Select” soft key
3. Scroll down to choose the forwarding type and press the “Select” soft key
4. Scroll down to choose the type of calls that should be forwarded and press the “On” soft key
5. Scroll down to enter the number to which calls should be forwarded and press the “Edit” soft key, if needed
6. If editing, enter the number as though you were dialing it including the “9” and any required long distance digits
7. Press the “Save” soft key. Calls are now forwarded

NOTE: To unforward calls, repeat the above instructions and choose the “Off” soft key for any active forwarding

PARKING CALLS

1. To place a call on park, press the “Park” key while the call is active
2. Announce the parked call to the intended recipient and provide the park number where the call was placed (i.e. Park 1, Park 2, Park 3, Park 4)

RETRIEVING PARKING CALLS

1. Press the “Park” key where the call is parked
2. Press the top left soft key under the display which will display “CPKUP”

CALL LOG

The call log allows you to view lists of your recent calls or separate lists of your outgoing, answered, or missed calls.

VIEWING THE CALL LOG

1. Viewing the call log
2. Press the “Call Log” button
3. Scroll to the right or left to view separate lists of all, answered, outgoing, or missed calls
4. Press the “Call Log” button again to return to the top of the list

VIEWING THE CALL LOG DETAILS

1. Viewing call log details
2. Press the “Call Log” button
3. Scroll to the number you want to view
4. Press the “Details” soft key to view the name, number, and call duration
5. Scroll down to view the date and time of the call
6. Press the “Back” soft key to return the to list view

CALL LOG (CONTINUED)

ADDING AN ENTRY FROM THE CALL LOG TO YOUR CONTACTS

1. Press the "Call Log" button
 2. Scroll to the number you want to add to your contacts list
 3. Press the "Details" soft key
 4. Press the "+Contact" soft key
- NOTE:** If your contact list is full, this key will not be displayed
5. To edit the name or number, scroll up or down and edit as appropriate
 6. Press the "Save" soft key or the "OK" button

CALL LOG SYMBOLS

SYMBOL

DEFINITION



NEW



MISSED CALL



ANSWERED CALL



CALL ANSWERED BY VOICEMAIL



DIVERTED CALL

RETRIEVING MESSAGES

When you have a message waiting, the red light on the upper right hand corner of your telephone is illuminated.

LOGGING INTO YOUR VOICEMAIL

1. Press the “Message” button
2. Scroll up or down to choose the “Listen” option
3. Press “OK”

NOTE: For remote voicemail access, a passcode must be set

SETTING A PASSCODE

1. Default passcode is “2580”
2. Dial the voicemail phone number
3. When the voicemail answers follow the voice prompts to access messages

CHANGING A VOICEMAIL PASSCODE

1. Press the “Message” button
2. Scroll up or down to choose the “Passcode” option
3. Press “OK”
4. Type in the new passcode
5. Press “OK”

PHONE SYSTEM SUPPORT

CONTACT THE EHI HELP DESK:

1. Press the "Contacts" Button
2. Press the right arrow to "Personal Directory"
3. Press the down arrow to scroll through the listings
4. Locate the entry "EHI Help Desk"
(Pre-programmed as 800-416-8000)
5. Press the "OK" button to dial

NOTES
