



# Using IP Office 1403 Phones

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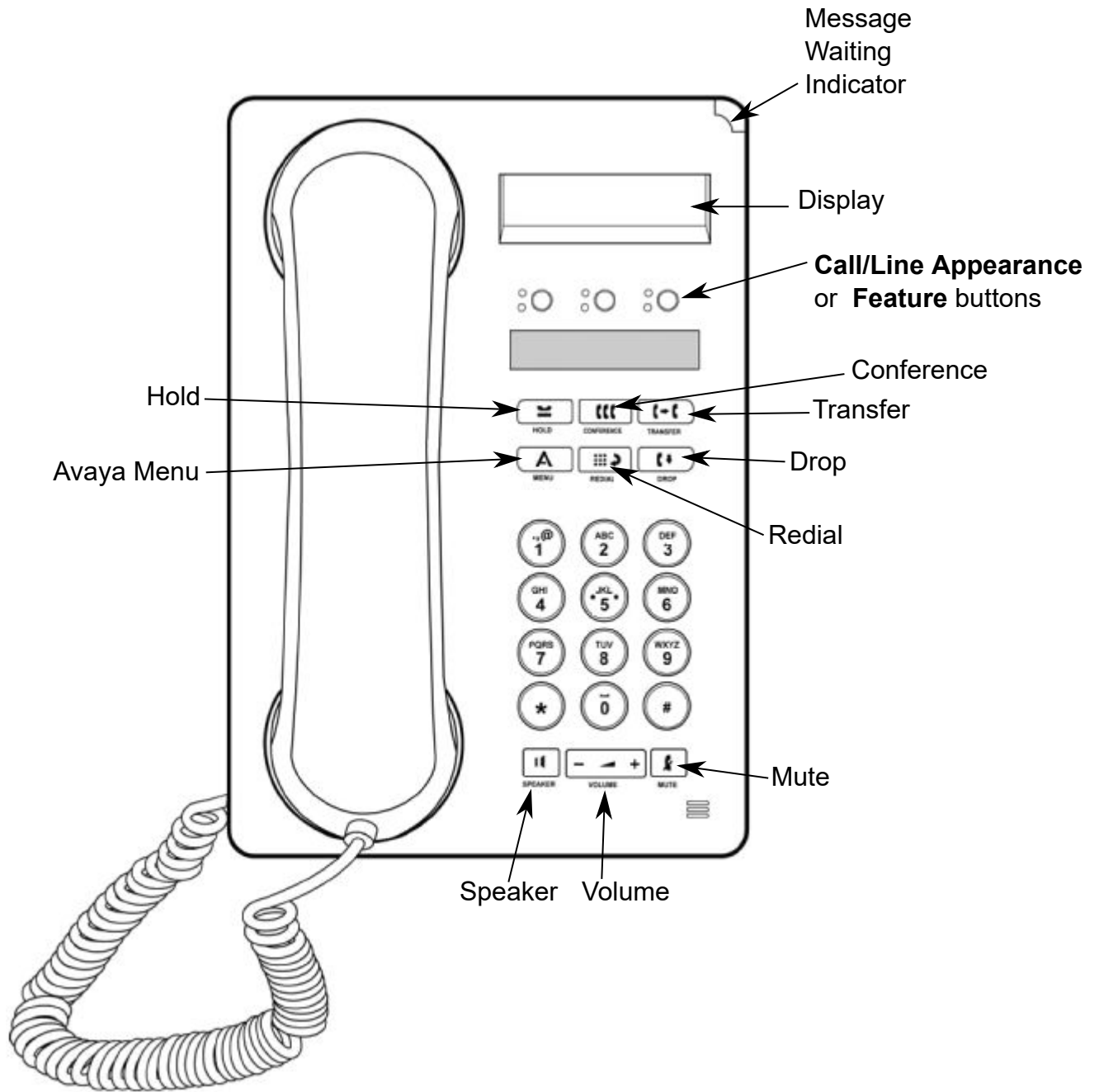
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# Chapter 1: Navigation

The following image shows the key controls on the phone.

Some features described in this document might not be available on your phone. If you find that a feature is not available, contact your system administrator.



**Figure 1: Phone controls**

Phone controls	Description
Message Waiting Indicator (MWI)	An illuminated red light in the upper-right corner of your phone indicates you have voice mail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.

*Table continues...*

Phone controls	Description
Avaya menu	Press the <b>A</b> button to access the Avaya menu. See <a href="#">Avaya menu</a> on page 9. Press the button again to exit the Avaya menu.
<b>Redial</b> button	Press to dial the last number you called.
<b>Hold</b> button	Press to put the active call on hold.
<b>Conference</b> button	Press to add another party to an existing call.
<b>Transfer</b> button	Press to transfer a call to another number.
<b>Drop</b> button	Press to drop the active call. While on a conference call, press <b>Drop</b> to drop the last person added to the conference call.
<b>Volume</b> button	Press <b>+</b> or <b>-</b> while active on the handset or speaker to adjust the volume. To adjust the volume of the ringer, press <b>+</b> or <b>-</b> on the <b>Volume</b> button while the handset and speaker are inactive.
<b>Mute</b> button	Press to mute a call in progress. To take a call off mute, press <b>Mute</b> again.
<b>Speaker</b> button	Press to use the speaker phone. To take a call off speaker phone, lift the handset.
<b>Feature and Call appearance</b> buttons	There are three buttons that can be programmed by the system administrator as either <b>Call appearance</b> or <b>Feature</b> buttons. Press a <b>Call appearance</b> 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 <b>Call appearance</b> buttons and one button is administered as a <b>Feature</b> button. The <b>Feature</b> button provides access to an Avaya call management system feature that has been administered for your extension. The green LED next to the <b>Feature</b> button indicates if the feature is currently on or off. If the light is on, the feature is on.

## LED button indicators

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

### Appearance button LEDs

LED status	Description
Steady green	Call appearance is active.
Slow blinking green	Call appearance is ringing.
Fast blinking green	Call appearance is on hold.
Very fast blinking green	Conference or call transfer is pending.
Steady red	Call appearance is selected and will be used when the phone is off the hook. The indicator remains steady red while you use the call appearance.
Off	Call appearance is available.









## Feature button LEDs

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

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## Icons in the telephone display

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

Icon	Description
	Call forward or Send All Calls is active.  * <b>Note:</b> These features are only 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. This icon appears when you are using the Conference or Transfer feature.
	Conference is active.
	Conference is on hold.
	Scroll up or down for other options.

---

## Paper labels

Paper labels are next to buttons on the telephone. The label identifies the feature that your administrator has programmed for the button. You can remove and change paper labels or write on a blank paper label.

Printed labels are also available for your telephone. For more information about printed labels, contact your system administrator.

## Avaya menu

You can use the Avaya menu to adjust and customize phone settings, select the display language, view network settings, and log out.

### Avaya menu on the 1403 Deskphone

Menu	Option	Description
<b>Screen and Sounds</b>	<b>Bright</b>	Adjust the display brightness.
	<b>Contrast</b>	Adjust the display contrast.
	<b>Ring type</b>	Select the ringing sound.
	<b>Clicks</b>	Enable or disable the clicks heard when moving around phone menus.
	<b>Error tones</b>	Enable or disable the tones heard when using phone menus.
<b>Call settings</b>	<b>Visual alert</b>	Enable or disable the flashing that appears when an incoming call is waiting to be answered.
	<b>Audible alert</b>	Enable or disable the audible ringer.
<b>Advanced</b>	<b>Language</b>	Select a language for the phone menus. The languages available depend on the languages that are installed.
	<b>Erase options</b>	Reset all options to their defaults.
	<b>Erase language</b>	Reset the phone back to the default language.
	<b>Self test</b>	Put the phone into its self-test mode. All lights on the phone turn on and a tone plays for every button pressed.

# Chapter 2: Operation

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## Telephone safety and other considerations

### Warning:

- The handset might pick up small metal objects, such as 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.
- Avoid connecting your phone directly to the outdoor telecommunication network.

---

## Making a call

### About this task

Use the following process to make a new call when not already on a call.

### Procedure

1. Lift the handset.
2. Press **Speaker** or an available line button.
3. Dial the number you want to call.

---

## Redialing a telephone number

### Procedure

Press **Redial** to call the last number dialed.

---

## Answering a call

### About this task

The telephone usually selects incoming calls automatically. However, if you are on another call or if you receive multiple incoming calls at a time, you might need to select the call you want to answer manually. Use one of the following methods to answer an incoming call.

- If you are not on another call, do one of the following:
  - Lift the handset
  - Press the call appearance with a flashing green LED for the incoming call
  - Press **Speaker** to answer the call on speakerphone.
- If you are on another call, press the call appearance with a flashing green LED for the incoming call.

 **Note:**

If your administrator has enabled the auto hold feature, you can answer a new call without putting the active call on hold.

If auto hold is not enabled, you must put the active call on hold before answering the new incoming call. Otherwise, the active call will drop when you answer the new call.

---

## Muting a call

### About this task

When you mute a call, the other party cannot hear you. If a call is on mute, and you switch between the handset, headset, or speakerphone, the mute is turned off.

- To put the call on mute, press **Mute**.  
When the **Mute** button light is on, the call is muted.
- To turn off mute, press **Mute** again.

---

## Putting a call on hold

- To put your active call on hold, press **Hold**.  
A very fast blinking green LED appears next to the call appearance.
- To resume the call, press the call appearance button.

---

## Transferring a call

### About this task

You can transfer a call to a new user or simply transfer the call to an existing call on hold.

### Procedure

1. If the call you want to transfer is not your active call, press the call appearance button for the call you want to transfer.
2. Press **Transfer**.  
  
A very fast blinking green LED appears next to the call appearance. This indicates that the call is being transferred.
3. Do one of the following:
  - To transfer the call to another number, dial that number.
  - To transfer the call to a call on hold, press the call appearance button for the call on hold.
4. Press **Transfer** again or hang up to complete the transfer.

---

## Conference calls

You can use conference calls to speak with up to three people in different locations on the same call. You might be able to access additional conference options with the Expanded Meet-Me Conferencing functionality. Contact your system administrator for more information about this option.

## Working with conference calls

### About this task

You can change a normal call to a conference call.

### Procedure

1. To start a conference call, do the following:
  - a. In your active call, press **Conference**.  
  
A very fast blinking green LED appears next to the call appearance.
  - b. Dial the telephone number.
  - c. Press **Conference** again to add the person to the call.
2. To put the call on hold, press **Hold**.  
  
To resume the call, press the call appearance button.

3. To drop a conference participant, press **Drop**.
  - Press **#** to drop the person shown.
  - Press **\*** to go to the next person.

---

## Accessing voice mail messages

### About this task

A red light on the upper right corner of your telephone indicates when you have new voice mail messages. Voice mail messages are an administered function. If you have questions, contact your system administrator.

### Procedure

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 to access your messages.

# Chapter 3: Additional Help and Documentation

The following pages provide sources for additional help.

## Related links

[Forgotten Password](#) on page 14

[Getting Help](#) on page 14

[Additional Documentation](#) on page 15

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## Forgotten Password

Some IP Office features require you to enter information such as your username, password, login code (security PIN), voicemail code (mailbox password).

Avaya cannot or reset the values for your passwords and codes. However, your system administrator can reset the values if necessary, either doing it themselves or through a request to your Avaya business partner.

Your system administrator also sets the rules your IP Office system uses for allowable passwords and codes. The same rules are applied to all users.

## Related links

[Additional Help and Documentation](#) on page 14

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## Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and escalate issues to Avaya if necessary.

If you require further support, you should first contact your own system administrator. They are able to access the full configuration of the IP Office system, either themselves or through a request to your system's Avaya business partner.

Whilst your system administrator/reseller cannot see your existing passwords, they can reset them in order to allow you to login again and then change the value.

**Related links**

[Additional Help and Documentation](#) on page 14

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## Additional Documentation

The [Avaya Documentation Center](#) website contains user guides and manuals for Avaya products. The links below cover user guides that you may find useful.

**Phone User Guides**

- [IP Office J100 Series Phone User Guide](#) | [IP Office J100 Series Quick Reference](#)
- [IP Office 9600 Series Phone User Guide](#) | [IP Office 9600 Series Quick Reference](#)
- [IP Office Analog Phone User Guide](#)

**Application Guides**

- [Using Avaya Workplace Client for IP Office](#)
- [Using the IP Office User Portal](#)
- [Using one-X Portal for IP Office](#)
- [Using IP Office SoftConsole](#)

**Voicemail Mailbox User Guides**

- [Using a Voicemail Pro IP Office Mode Mailbox](#)
- [Using a Voicemail Pro Intuity Mode Mailbox](#)
- [Using IP Office Embedded Voicemail Intuity Mode](#)
- [Using IP Office Embedded Voicemail IP Office Mode](#)

**Related links**

[Additional Help and Documentation](#) on page 14

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