ANSWERING A CALL

Your telephone set is programmed with 3 lines/dial tones. These are the first 3 buttons on your set labeled with your telephone number.

TO ANSWER A CALL:
1. While your telephone is ringing, **LIFT** the receiver or **PRESS** the **SPKR** key.

If you are already on a call you may receive a second call. To answer the second call:
1. While on the line with the first caller **PRESS** the **HOLD** Button and answer the second ringing line.
2. To return to the first call **PRESS** the flashing key.

(Note: Although you have 3 lines, one line will always be reserved for outgoing calls only. You will only receive a maximum of incoming calls.)

PLACING A CALL:
1. **LIFT** the receiver or **PRESS SPKR**. (you will hear dial tone)
2. **DIAL** the number you want to call.

Note: You may place a call on any of the three lines on your phone.

Hold

The Hold feature puts a call on hold until you can return to it. To put a call on hold **PRESS** the **RED Hold** button.
To return to the Held call, **PRESS** the appearance button of the held call.

Hold Button

CTS
Washington State Consolidated Technology Services

AVAYA

6400 DIGITAL TELEPHONES

QUICK REFERENCE GUIDE

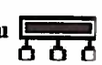
BASIC FEATURES

A tilted display with a two line 24 character digital LCD that shows Called Party/Calling Party (where available), and date and time.

Programmable Call Appearance/Feature button. Plus four Navigator keys for Menu, Next, Previous, and Exit.

2 way speaker phone, Build in Headset jack, and Application Module ready.

Help Desk Number

1. **Softkey or Display.**
2. **Exit**
3. **Prev/Next Page Left/Right**
4. **Hold**
5. **Conference**
6. **Transfer**
7. **Feature Buttons**
8. **Message Indicator Light**
9. **Volume UP or DOWN arrows**
10. **Dialing Pad**
11. **Redial**
12. **Speaker**
13. **Mute**
14. **Menu** 

Soft Keys

Note: Programmed by the Administrator

Your **Display** and **Softkeys** allow you to access up to 12 switch-related features listed on three separate menu screens.

First Screen: Directory (Abbreviated as Dir), Drop (Drop) Internal Auto Answer (HFAns), and Timer (Timer)

Second Screen: Priority Calling (PCall), Automatic Call Back (AutCB), AD Program (Prog, AD Pause (Pause)

Third Screen: Leave Word Calling (LWC), Ringer Off (RngOF), Stored/Number/View (BtnVu), and Self-Administration (Admin)

To activate one of the softkey features select the feature and then press the key.

Transfer

The transfer feature allows you to transfer a call from your telephone to another extension.
1. While on the call **PRESS TRNSFR**.
(The caller is automatically placed on hold and you see a green light next to the Held call. You will hear dial tone)
2. DIAL THE NUMBER to which the call is to be transferred.
(You remain on the line and announce the call or immediately continue to **Step 3**.)
3. PRESS TRNSFR again.
(The call is transferred to the dialed extension and disappears from your telephone)

VOICE MAIL

Allows direct access to voice mail to retrieve your voice mail messages. The bottom right hand corner of the telephone has a message waiting indicator. If this light is lit you have messages.

1. **PRESS** the **VOICE MAIL** key.
(you are now at your voice mail box and

SEND ALL CALLS

Activates coverage for your phone for busy or no answered calls. Eliminates the ringing and sends the caller straight to voice mail coverage.
1. When you are away form your telephone or simply not taking calls; **PRESS Send All Calls**. (The green light will activate on the Send All Calls key.)
2. When your ready to take calls, **PRESS Send All Calls**. (The green light goes off.)

CONFERENCE

The Conference feature allows you to conference up to six parties (including yourself) on a call.

To add another caller while on a call:
1. While on a call **PRESS CONF**.
2. DIAL THE NUMBER of the party you want to add to the call.
(Wait for an answer. The dialed party can be local, long distance, ect.)
3. When the called party answers announce the conference call and then **PRESS CONF.**
4. Repeat **Steps 1** through **3** for additional conference connections.

To add a call you have put on hold to another call which you are connected:
1. PRESS CONF.
(you will receive new dial tone)
2. Press the line of the call on hold
(First Call)
3.PRESS CONF again.

SPEAKER PHONE

The speaker feature allows you to place calls or access other features without lifting the handset.

To answer a call with the Speaker Phone:
1. While the call is ringing, **PRESS SPKR**.

To put a call on speaker from the handset:
1. While the handset is up and your on the call, **PRESS SPKR**
2. Hang up the handset.

To put a call on speaker in listen only mode **PRESS MUTE**

STORING A NUMBER IN YOUR SPEED DIAL/PERSONAL LIST

Note: The system allows you to store up to 5 Frequently dialed telephone numbers that are unique to you. This list is programmed and maintained by you.

1. Make a list of the numbers you want to store.
2. LIFT the receiver or **PRESS SPKR**.
3. DIAL * 66.
4. DIAL 1.
5. DIAL the item number.
(You have 5 item/numbers. Item numbers range from 1 to 5.)
6. DIAL the Number you want to store.
(Store the number exactly the way you would dial the number. Pause is not necessary.
7. PRESS #.
(You will hear a confirmation tone.)
8. REPEAT steps 4 thought 7 for each additional number to store.

CALLING A NUMBER STORED IN YOUR SPEED LIST

1. DIAL *01
2. DIAL the corresponding item number

DROP

The Drop Key will provide immediate dial Tone or disconnect the last caller added to a conference call when used with the conference feature. Drop is commonly used when your completing one call and want to make another call immediately thereafter. Upon completion of a call **PRESS DROP**.
(You will hear dial tone. You can now dial your next number.

MUTE

Mute allows you to stop the caller from hearing you while still allowing you to hear them. While a call is muted, the lamp

CHANGING THE VOLUME

Adjust the volume of the speakerphone, handset, and ringer.

When the telephone set is idle (on hook), press the volume bar **UP** or **DOWN** to change the ringer volume.

With a call in progress using the speakerphone press the volume bar **UP** or **DOWN** to change the speakerphone volume.

With a call in progress using the handset, press the volume bar **UP** or **DOWN** to change the handset volume.

CHANGING THE RINGER SOUND

The 6400 series phones allows you to personalize the phones ringer sound so that you can distinguish it from other ringing phones.

To change the ringer sound:
1. Without lifting the handset, press **CONF**.
2. You will hear a ring. To hear another ring type press **CONF** again.
3. Repeat Press **CONF** until you hear the ring you want. Wait until you hear a ring again and then a tone.

The ring is now saved. This alters the tone and style of ringing used by the phone.