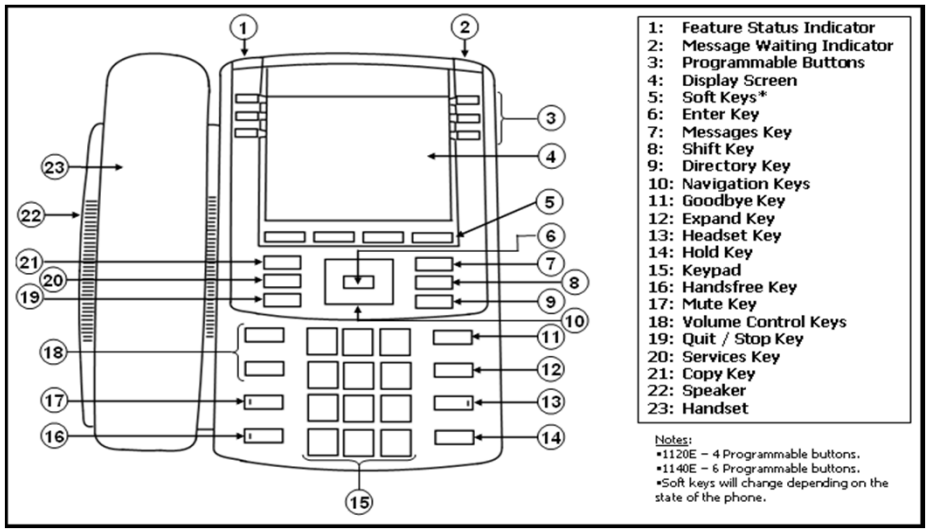
Anytime	# Skip / Enter / bypass a greeting / interrupt a prompt 0 Help * Cancel or backup one menu	
1 Review Messages 1 1 Unread 1 2 Read 1 3 Saved	**During Message** 1 Rewind (a few sec) 1 1 Rewind to start 2 Pause / Resume 3 Fast Forward (a few sec) 3 3 Fast Forward to end 4 Slow Playback 4 4 Slowest Playback 6 Fast Playback 6 6 Fastest Playback 7 Delete # Skip to the next message	**After Message** 4 Replay 5 Message Details 6 Forward (with intro) 6 1 Forward (without intro) 6 6 Forward (rmv prev intros) 7 Delete 8 Reply 8 8 Call Sender 9 Save 0 More Options # Skip to the next message
2 Send Messages	**Step 1: Record Message** when finished press # **Step 2: Address Message** ● Enter a mailbox number ● Spell a name or distribution list ● Say a name or distribution list	0 Hear delivery options 0 1 Private 0 2 Important 0 4 Future Delivery 6 Add more recipients * Cancel # Send
4 User Preferences	1 Features 1 1 Notify Me (on/off) (*Must be configured by administrator) 1 4 Reach Me (on/off) (*Must be configured by administrator) 2 Administrative Options 2 1 Password 2 4 Date and time playback (on/off) (*default is set to on) 3 Greetings 3 1 Personal Greeting 3 1 1 Standard system greeting (*Will allow you to select the default greeting) 3 1 2 Record personal greeting (*Will allow you to record a personal greeting) 3 1 2 1 Away from phone (*Must be configured by administrator) 3 1 2 2 Busy (*Must be configured by administrator) 3 2 Extended absence (*Caller can not skip greeting) 3 3 Name	
5 Restart * Exit		

Avaya IP Telephone User Guide
1120E / 1140E

Hawaiian Telcom



PHONE / EXTENSION NUMBERS

- External - 4-digit phone numbers (DID - Direct Inward Dial)
  - 2500 to 2899 (934-2500 to 934-2899)

PLACING CALLS

- Dial Tone - Lift handset or press *Handsfree*, *Headset*, or *Line* button and dial appropriate number.
- Predial - Dial number you wish to call then lift handset or press *Handsfree, Headset*, or *Line* button.
- Internal Calls - Dial 4-digit extension number
  - When calling another UH Campus, please dial 9+ 7 digit number. No 808 / 1808 is necessary.
- External Calls - Dial 9 + telephone number
- Emergency Calls - All phones are able to dial 911 or 9+911

ANSWER CALLS

- Lift handset or press *Handsfree, Headset*, or incoming *Line* button.

MULTIPLE CALL APPEARANCE

- Provides you or others with a multiple appearance of an extension. The Multiple Appearance can be on the same phone or another phone.
- Both appearances can be used as a regular extension.
- Place and receive calls as normal.

INTERCOM (VOICE)

Place A Call:

- Get dial tone and press the *Intercom* key
- Dial the desired intercom number of the party you want to reach
- Start speaking (speaker is activated on called phone)

Receive A Call:

- Hear one ring then callers voice speaking a message.
- Lift receiver or press *Handsfree* button to respond to call

END CALL

- Place handset on cradle or press the *Goodbye* button.

SWITCH FROM HANDSET TO HANDSFREE AND BACK

- While on a handset call, press the *Handsfree* button and place handset in cradle.
- While on a Handsfree call, lift handset.

CALL HOLD

- Press the *Hold* button.
- To return to call… press the flashing line key.

Note: When answering a second call on your phone, selecting a flashing line key will automatically put the first caller on hold.

MUTE

- Press *Mute* (LED light flashes red: you can not be heard)
- Press lit *Mute* (LED light is off: you can be heard)

Note: This feature works with handset, handsfree, or headset calls.

LAST NUMBER REDIAL

- Get Dial tone
- Press line button

CALL TRANSFER

- While on an active call press the ***Trans*** soft key (caller is put on hold - you get dial tone)
- Dial number you wish to transfer caller to
- Announce Call (optional - this is NOT a 3-way call, you are speaking to the 2nd party)
- Press the ***Trans*** soft key to complete transfer. (You are removed from call)
- Press the ***Conf*** soft key to establish a conference call.

Note: If party you called is not available (busy, no answer, misdial), press the goodbye key to hang up with the called party then select the line key you wish to be connected to.

Avaya Aura Messaging (Voice Mail)

Hawaiian Telcom

ACCESSING VOICE MAIL

- From a phone on the system
  - Dial voice mail extension (**2886**) or press the *Messages* key.
  - At the prompt press # (to access your mailbox)
  - Enter password followed by the # key. (**86245** = temporary password).

- From an outside line
  - Dial **934-2886**, the direct number to voicemail, you reach the system greeting.

  -or- Dial your DID number to reach your greeting.
    - During your greeting, press * *, to get to the system greeting.
  - At the system greeting press the # key.
  - Enter your 7-digit mailbox number followed by the # key.
  - Enter your password followed by the # key.

HOW TO LEAVE A VM WITHOUT RINGING PHONE

- Access Voicemail system (press messages button or dial VM extension)
- At the prompt, dial the 7-digit mailbox number of the party you wish to leave a message for.

Note: You can also transfer a caller into someone's voicemail by using the above with the transfer feature.

NOTES:

- The voice mail system assumes you are the owner of the extension you are calling from and will ask you for the password.
- The voice mail system has voice prompts that will walk you through the system.
- You will be forced through an enrollment process the first time you log in to the system (Change Password, Record Name, Select Greeting - Standard System Greeting / Personal Greeting).
- Your temporary password is **86245**.
- Minimum password length is 4-digits, trivial passwords are not allowed.
- To bypass a greeting or interrupt a prompt, press #.
- Passwords do not expire.
- You can have up to six invalid login attempts then your mailbox will be disabled. You can have three invalid login attempts per session.

*** **See Voice Mail Commands page for commands available while maneuvering through the system.**

CONFERENCE

- While on an active call press the ***Conf*** soft key (caller is put on hold - you get dial tone)
- Dial number you wish to conference with.
- Consult with the called party (you can speak privately with the called party).
- Press the ***Conf*** soft key to conference all parties.

Notes:

- If party you called is not available (busy, no answer, misdial), press the goodbye key to hang up with the called party then select the line key you wish to be connected to.
- You may be able to conference up to six parties by repeating the steps
- The conference call remains up if you disconnect from call.

CALL FORWARD

To Set:

- Press the ***Fwd*** soft key.
- Dial number to forward calls to. (press ***Fwd*** again to forward calls to the last forwarded number)
- Press the ***Fwd*** soft key to set
- CFWD shows on display to indicate that the primary line(s) is/are forwarded.

To Cancel:

- Press the ***Fwd*** soft key.
- Press the ***Cancel*** soft key. (display shows cancelled)

CALL PICKUP (RINGING NUMBER)

- Get dial tone
- Dial Flexible Feature Code (FCC): **#8**
- Call is redirected to your line.
- Service call.

Notes:

- You can only pick up extensions programmed in your pickup group.
- If multiple phones are ringing, you pick up the longest ringing call.

DIRECTORY (If Available)

Callers List - Stores incoming calls (100 entries)
Redial List - Stores outgoing calls (20 entries)

- Press ***Callers*** or ***Redial*** soft key or use the *Directory* button and navigate to Callers list or Redial list followed by pressing the ***Select*** soft key.
- Use navigation buttons to scroll up/down list.
- Press the ***Dial*** soft key to dial number.
- Press the ***Edit*** soft key to edit the number. Used to add "9" for an outside #.
- Press the ***Copy*** soft key to copy the entry to your Personal Directory (below).
- Press the ***Del*** soft key to delete the entry. Press the ***Yes*** soft key to confirm.
- Press the *Quit* button to exit Call Log.
- ** To Delete the entire list press the ***Del*** soft key at the Callers/Redial list main menu and press the ***Yes*** soft key to confirm.

Personal Directory - Allows you to store 100 entries of personal numbers.

- Press the *Directory* button.
- Navigate to Personal Directory selection and press the ***Select*** soft key.

  Add an entry:
  - Press the ***Add*** soft key.
  - Enter the name for entry using the keypad.
  - Press the ***Next*** soft key.
  - Enter the number for the entry using the keypad. Enter "9" if needed.
  - Press the ***Done*** soft key to store the entry.

  Edit an entry:
  - Use your navigation keys to select the desired entry to edit.
  - Press the ***Edit*** soft key.
  - Make the necessary changes.
  - Press the ***Done*** soft key to save the entry.

  Delete an entry:
  - Use your navigation keys to select the desired entry to delete.
  - Press the ***Del*** soft key.
  - Press the ***Confirm*** soft key to delete the entry.

  Search for an entry:
  - Use your navigation keys to select the desired entry.
  - Press the ***Dial*** soft key to call the stored number.

  Copy entries to your Personal Directory:
  - Press the Copy key to copy entries from other lists such as the Caller List and Redial List.

OPTIONS

- Press the *Services* button
- Use navigation button to select Telephone Options and press the ***Select*** soft key.

Adjust Volume:

- Navigate to the Volume adjustment option and press the ***Select*** soft key.
- Use the up/down navigation keys to select item to adjust, then press *the Enter* key. (Ringer, Handset, Handsfree, Headset, or Buzzer)
- Use the ***Up*** / ***Down*** soft keys or *Up / Down Navigation* keys to adjust volume.
- Press ***Select*** to save changes.

Adjust Screen Contrast:

- Navigate to the Screen Contrast option and press the ***Select*** soft key.
- Use the ***Up*** / ***Down*** soft keys or *Up / Down Navigation* keys to adjust contrast.
- Press ***Select*** to save changes.

Ring Type:

- Navigate to the Ring Type option and press the ***Select*** soft key.
- Use the up/down keys to select ring.
- Press ***Play*** to preview the ring tone.
- Press ***Stop*** to stop playing the ringing tone.
- Press ***Select*** to store the ring tone.