Visit www.bc.edu/phones to learn more about your new phone’s features, including:

- Editing numbers in the Directory.
- Changing the ring tone.
- Adjusting items on your phone’s display screen.
- Using Autodial to store frequently dialed numbers.
- Access to a detailed User Guide.

You can also contact the BC Help Center with any questions you may have.

Email: help.center@bc.edu

Phone: 2-HELP (4357)

Online: www.bc.edu/-gethelp

This pamphlet includes information to help you start using your new Avaya Voice over Internet Protocol (VoIP) telephone.
Basic Features

Here are instructions for VoIP phones on using the most common phone functions; you’ll find many of them are similar to your old phone.

Accessing Voice Mail: The red light in the upper right corner of your phone will be on if you have a new message. To listen to your message, press the Message key, or press the Msg/Inbox key twice. If you do not have a new message, access voice mail by dialing 2-4006.

To End a Call: Hang up the handset, or press the Goodbye key.

Call Hold: While on an active call, press the Hold key located in the lower right corner of the phone (a phone icon next to that line will flash, indicating that the line is on hold). To return to the call, lift the handset or press the line key next to the flashing phone icon.

Using the Navigation Keys: Press the Navigation keys to display and select items from a menu or list on the display screen. For example, after pressing Msg/Inbox, Shift/Outbox, or Directory, use the up and down Navigation keys to scroll through the listed numbers. Once the desired number displays, press the Ok key to select it, and use the Navigation keys to choose the function you want to perform with that number (Display, Edit, Dial, Delete, Store, etc.).

Don’t see a feature you’re looking for? Press the up and down Navigation keys to easily display features including Forward, Transfer, and voice mail access.

Call Forward: Press the Navigation key until Forwr displa...