Visit [www.bc.edu/phones](http://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](http://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 Forwrd displays. Then, press the Function key next to Forwrd. An icon of a phone will blink on the screen. Enter the five digit BC telephone number to which you want to forward your calls, then press the Forwrd key again (the phone icon will be solid indicating that Call Forwarding is active). To cancel call forwarding, press the Forwrd key (the phone icon will disappear indicating that Call Forwarding is inactive).

Conference Call: When on an active call, press the Navigation key until Conf6 displays. Then, press the Function key next to Conf6 (to the side of the display screen), which will place the first party on hold and give you dial tone, then dial the telephone number that you wish to add to the call. Once that party is connected, press the Conf 6 key again. There should now be three parties on the call. Repeat this process to add up to 5 other parties on the line. When finished with the call, hang up the handset.

What’s New?

Last Number Re-Dial: Press Shift/Outbox, and the last number dialed displays. Press Ok, then press Ok to dial the number. Lift the handset, or use the speakerphone. You can also press ## to redial the most recently called number.

Transfer: If necessary, use the up/down Navigation key until Trnsfr displays. Press the Trnsfr Feature key, dial the number you are transferring to, then press Trnsfr again. Hang up the receiver or press Goodbye to complete the transfer.

Use the Speakerphone: Press the Handsfree key. The light on the key goes on, indicating your phone is active. Press Goodbye to end the call.

Below are the highlights of a few important differences from your old phone to your new VoIP phone.

Handsfree Hang-Up: After completing a call using the Handsfree feature with the receiver off its cradle, press the Goodbye key. Only hanging up the receiver does not end the call.

Directory: Use your Directory to store up to 16 phone numbers from your Inbox or Outbox. Press the Directory key to access and dial them.

Be secure! Sensitive data, such as Long Distance Access Codes (LDACs), credit card numbers, and confidential phone numbers, should not be stored in the Directory or Autodial keys, which could be easily viewed by anyone with access to your phone.

Call History: Incoming and outgoing calls are logged in the your phone’s Inbox and Outbox. Press the Msg/Inbox key to view a list of incoming calls, and the Shift/Outbox key to view outgoing calls. Use the up and down Navigation key to scroll through the list. Press the Ok Function key, then the Navigation key to dial, display, store, or delete a number.

Be secure! If you made or received a call that you want to keep confidential, clear this information from your Inbox and/or Outbox by using the Navigation keys to select the number you want to remove. Once it is displayed, press OK, pressing the down Navigation key until Delete displays, and press OK again.

Stop Ringing: If you are unavailable or don’t wish to take a call at a certain time, and want to stop the phone from ringing, press the Goodbye key. The ringing stops, and the incoming call will go to your voice mail.