

FIXED FEATURE KEYS

HOLD

The HOLD key is used to place calls on hold from any line number on your telephone set.

GOODBYE

Disconnects you from a call. Helpful if using HANDSFREE or a headset. Also allows you to disconnect from the caller last added to a conference call.

HANDSFREE

Allows you to dial a call or to have a conversation without holding your handset. To speak privately, lift the handset.

MUTE

Press MUTE (while on the HANDSFREE speaker) to disable the microphone and prevent the other party from hearing you.

MSG / INBOX

Preprogrammed to dial the voice messaging system. A lamp on your phone set will notify you when you have a new message.

OPTIONS

Allows you to customize the Options of your telephone including, volume, display contrast, ring type, etc. Press the **OPTIONS** key and follow the prompts on the display to customize your telephone settings.



WPI

Avaya 1100 Series IP Telephone Quick Reference



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PLACING CALLS

Within the system: Dial **4**-digit extension

Outside the system: Dial **9** +

HOLD

To place a caller on hold:

Press **HOLD** or
Press another line key

To retrieve the call:

Press flashing line key

TRANSFER = TRANS

To transfer a call to another extension:

Press **TRANS**
Dial 4-digit extension
Announce call (optional)
Press **TRANS**

If extension is busy or does not answer:

Press **GOODBYE**
Press flashing line key

CONFERENCE = CONF

To establish a conference call (up to 6 parties):

Answer or place a call
Press **CONF**
Dial another party
(announce conference)
Press **CONF**

To add additional parties (up to 6 parties)

Press **CONF**
Dial another party
(announce conference)
Press **CONF**

If added party is busy or does not answer:

Press **GOODBYE**
Press flashing line key

CALL FORWARD

To temporarily redirect your incoming calls to another extension:

To program destination and activate feature:

DO NOT LIFT HANDSET!
Press **FORWARD**
Dial number to receive calls
(for voice mail dial 5900)
Press **FORWARD**
Calls are forwarded

To deactivate:

Press **FORWARD**
Press **CANCEL**

To reactivate if the programmed forwarding destination has not changed:

Press **FORWARD**
Press **FORWARD**

AUTODIAL (If Applicable)

To Program:

DO NOT LIFT HANDSET!
Press **AUTODIAL**
Dial number to be stored
Press **AUTODIAL**

To use: Lift handset

Press **AUTODIAL**
Programmed number is dialed

To erase:

Press **AUTODIAL**
Press **#**
Press **AUTODIAL**

Then change key label

To Change Label Key:

Press **SERVICES**
Scroll to – Telephone Options
Scroll to - Change feature key label
Press **SELECT**
Follow screen prompts

CALL PARK

To place an existing call in a special holding status to then retrieve it from another station:

To Park a call using a designated key:

Press **PARK**
Note the Bin number provided in the display
Press **PARK**
Hang up

To retrieve the parked call from another station:

Lift handset
Dial the bin number provided when the call was parked
You are connected to call

LAST NUMBER REDIAL

Lift handset and press line key or
press the line key twice
Number is redialed