

## Avaya Partner ACS Phone System Basics

**Volume Keys:** Adjust ringer volume when off hook, and adjust volume of caller when on hook.

**Hold:** Press to put call on hold on a line.

**Conf (Conference):** Press to add parties to your call. First call the 1<sup>st</sup> party, next press the conf. button, the 1<sup>st</sup> party will go on hold and dial the 2<sup>nd</sup> party once you have the 2<sup>nd</sup> party on the line press the conf. button to connect all calls. Repeat steps to add more parties. If the originator of the conference call hangs up the conference call will be disconnected. The originator can put their line on hold and the conference can continue without them active on the call.

**Transfr (Transfer):** Press to send a call to another extension. When you are on a call press the Transfr button and the caller will go on hold, then dial the extension to which you wish to transfer the call, stay on the line to announce the call, as soon as you hang up it will transfer.

**Spkr (Speaker):** Press to turn on and off the speaker and microphone, so you can dial and have a conversation without lifting the handset. The light next to this button shows when the speaker is turned on.

**Mic/HFAI:** Press to turn the microphone on and off. The light next to this button shows when the microphone is turned on. Leave on to use Hands-Free Answer on Intercom feature.

**Feature:** Press to change programming settings or use system features.

**Intercom Buttons:** Press to make a call to or from another extension in the system.

**VM Tran:** Press to transfer a caller directly to another extensions voice mail.  
Press the button then dial extension then hang up and the call will go directly to voice mail.

**Redial:** Redial the last number called on the phone.

**Page In:** Pages all phones in the office

**Page All:** Pages all phones and outside paging equipment.

**Flash:** Used in Service provider functions. You may not use this key very much.

**VM Box:** Used to access your personal mailbox. Your default password is set as 123456.  
Listen to Tutorial to setup mailbox. Message Light will come on when you have a message.

**ID Name:** Press to turn on the caller's name when receiving caller id info on incoming calls. Keep light on to be able to switch between name and number.

**ID Inspect:** Used to switch between caller id name and number.