

User Guide

AVAYA Phone User User Guide
Avaya 5420/5410 Handset



Answering a Call	Either lift handset or press SPEAKER.
Making a Call	Off hook, lift handset or press SPEAKER, (dial 9 dependant on programming) and telephone number or extension.
Transferring a Call	Press TRANSFER, when you hear the tone dial the number you wish to transfer to. Announce the call then hang up. If the called party does not wish to take the transferred call press DROP, to retrieve the held call press its Call Appearance button.
Holding a Call	Press the HOLD button, to retrieve, press the Call Appearance button of the held call
Conference Calling	Whilst on a call, Press CONFERENCE this places the call on hold. Dial the extension number or external number of the person you want to add, wait for answer. Then press CONFERENCE again to add party. Repeat process if you wish to add further people to the conference. If the person does not want to be added into the conference press DROP then the Call Appearance button of the held person.
Do Not Disturb	To switch DND on dial *08, to turn it off dial *09. There is an exception list you can use where you add numbers (internal and/or external) if you still wish to accept calls from them when on DND (set up through phone manager).
Call Forwarding	To set the number to which your calls are forwarded dial *07* extno #. The following codes are to switch forwarding on and off (check with your system administrator incase any codes have been changed) <ol style="list-style-type: none">1) Forward ALL CALLS – on dial *01, off dial *022) Forward ON BUSY – on dial *03, off dial *043) Forward NO ANSWER –on dial *05, off dial *06

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Personal Speed Dials On the handsets, you can store up to 48 numbers on 5410 and 104 on 5420

Adding: Press SPDIAL, ADD, select NAME, use Keypad to enter name, SAVE then add number. (Space to move cursor along, Backspace to delete)

Deleting: Press SPDIAL then delete. Use the arrow keys to select the speed dial to be deleted, press the button next to it. Press YES to delete and DONE to go back to original speed dial menu.

Dialling: Press SPDIAL, use the arrow keys to find required entry, press button next to it. Number will automatically dial.

USING CALL LOG: Press LOG, select Missed, In Ans or Outgo, use arrow keys to display different log pages. Press Key next to entry you want to view, press CALL to call, SAVE to speed dial list, EXIT to come out.

VOICEMAIL: To switch on dial *18, to switch off dial *19

To retrieve Messages either press **MESSAGES** key or DIAL *17 to access your personal mailbox. Then press:

- 1** to play Old messages,
- 2** to play Saved messages,
- 3** to Edit Personal Greeting,
- 4** to Delete,
- 5** to Save current message,
- 6** to change access code,
- 8** to exit.

IF YOU SELECT **3** TO EDIT PERSONAL GREETING – THE OPTIONS ARE AS FOLLOWS:

- 1** to hear greeting, **2** to change/record greeting
- If you press 2 record your greeting after the tone, then press **2**, then **1** to hear it, then **3** to Save, then hang up)

