

## ***Avaya Phone Instructions (5410,2410,5420,2420)***

### **Transfer Call:**

Answer Call

(Do not put call on hold)

*Press Transfer Button*

Find Extension with Arrow Buttons and Press Extension Key or

Dial Extension Example (202)

Stay on the line if you would like to inform end party who is on the call

Once you hang up call is Transferred

### **Transfer Call Directly to Voicemail:**

Answer Call

(Do not put call on hold)

*Press Transfer Button*

#### ***Dial 7***

Find Extension with Arrow Buttons and Press Extension Key or

Dial Extension Example (202)

Hang up phone

### **Conference Call:**

Dial First Call

Place on Hold

Dial Second Call

Press Conference Button

### **Speed Dial**

5420,2420 Press Speed Dial

5410,2410 Press Menu then Press Speed Dial

Press Add

Enter Name with Key Pad (Arrows will allow you to go back if needed)

Press Save then enter number exactly how you would Dial it

Press Save

Hit Exit

### **Back To Home Screen:**

Hit Exit Button at any time to get back to main Screen

Avaya Visual Voicemail:

Initialize Mailbox:

Press Message Button

Press Listen

Press New

Listen to Instruction on how to record name

Press 1 After you record your name

Press # to Submit name

Press Exit Button

Change Password:

Press Message Button

Press Password

Enter Password

Press Done

Once you enter a Password you will have to use one after you press The message button

Listen to Message:

Press Message Button

Press Listen

Press New, Old, or Saved depending on where the message is

Message will start to Play automatically

Press Delete when done message is done

Next Message will automatically start Playing.

Forward Message:

After Listening to message

Press Copy

Press Target

Dial Extension

Press Done

Record Greeting:

Press Message Button

Press Greeting

Press Record (Remember you will not hear a tone (beep) it starts right away

Press Done

Press Submit

Press Exit Button

