


PLACING A CALL


Using the handset:

1. Pick up the handset.
2. Enter the number and press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number and press the **Send** soft key.

Using the headset:


1. With the headset connected, press  to activate the headset mode.
2. Enter the number and press the **Send** soft key.

ANSWERING A CALL


Using the handset:


Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

 You can reject an incoming call by pressing the **Reject** soft key.

ENDING A CALL

Using the handset:

Hang up the handset or press the **EndCall** soft key.




Using the speakerphone:

Press  or the **EndCall** soft key.



Using the headset:

Press the **EndCall** soft key.

REDIAL

- Press  to enter the **Placed Calls** list, select the desired entry, and press  or the **Send** soft key.
- Press  twice when the phone is idle to dial out the last dialed number.

CALL MUTE

- Press  to mute the microphone during a call.
- Press  again to unmute the call.

CALL HOLD

To place a call on hold:

Press the **Hold** soft key during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press the **Resume** soft key.
- If there is more than one call on hold, select the desired call, and press the **Resume** soft key.

CALL TRANSFER

You can transfer a call in the following ways:

Blind Transfer

1. Press the **Trans** soft key during an active call.
2. Enter the number you want to transfer to.
3. Press the **B Trans** soft key.

Semi-Attended Transfer


1. Press the **Trans** soft key during an active call.
2. Enter the number you want to transfer to, and press the **Send** soft key.
3. Press the **Trans** soft key when you hear the ring-back tone.

Attended Transfer

1. Press the **Trans** soft key during an active call.
2. Enter the number you want to transfer to, and press the **Send** soft key.
3. Press the **Trans** soft key when the second party answers.

CALL CONFERENCE

1. Press the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and press the **Send** soft key.
3. Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **EndCall** soft key to disconnect all parties.

 You can split a conference call into two individual calls by pressing the **Split** soft key.

CALL FORWARD

Call forwarding method 1:

To forward all inbound calls to another number, the following steps can be completed by dialing *72 and *73

1. From the phone you want to forward calls from, press *72 and the destination phone number - for example, dial *729891112222 to forward all future calls to 989-111-2222. The last 10 digits will vary depending on the destination phone number. (Note: an extension can be used.)
2. To stop the forwarding, from the phone extension, press *73.

Call forwarding method 2:

1. Press the **Menu** soft key when the phone is idle, and then select **Features** → **Call Forward**.
2. Select the desired forward type.
3. Enter the number you want to forward to. For **No Answer Forward**, select the desired ring time to wait before forwarding from the **After Ring Time** field.
4. Press the **Save** soft key to accept the change.

SPEED DIAL


To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features** → **Dsskey**.
2. Select the desired **DSS key**, and press the **Enter** soft key.
3. Select **SpeedDial** from the **Type** field, select the desired line from the **Account ID** field, enter a **label** in the **Label** field, enter the number in the **Value** field.
4. Press the **Save** soft key to accept the change.

To use the speed dial key:

- Press the speed dial key to dial out the preset number.

VOLUME ADJUSTMENT


Press  to adjust the volume.

VOICE MESSAGE

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center.

The power indicator LED slowly flashes red.

To listen to voice messages:



1. Press  or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.

CONTACT DIRECTORY



To add a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name field and contact numbers in the corresponding fields**.
4. Press the **Save** soft key to accept the change.



To edit a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press  or  to select the desired contact, press the **Option** soft key and then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press the **Save** soft key to accept the change.

To delete a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press  or  to select the desired contact, press the **Option** soft key and then select **Delete** from the prompt list.
3. Press the **OK** soft key when the LCD screen prompts "Delete selected item?"

CALL HISTORY

1. Press the **History** soft key when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, then you can:
 - Press the **Send** soft key to call the entry.
 - Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key, you can also:

- Select **Detail** to view detailed information about the entry.
- Select **Add to Contacts** to add the entry to the local directory.
- Select **Add to Blacklist** to add the entry to the blacklist.
- Select **Delete All** to delete all entries from the list.

VoIP Customer Information

Name: _____

Phone No: _____ Ext: _____

Voicemail PIN: _____

VoIP Customer Support

avsvoipsupport@avci.net

888-282-4932, #4

VoIP Phone Function Instructions



AVS
Broadband