AVAYA

IP Office
Avaya 3711 User Guide

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Important Safety Information

Sensitive Electronic Environment

Only use this product in countries where the appropriate authorities have given their authorisation.

The CE symbol on the product certifies its conformity with the technical guidelines concerning user safety and electromagnetic compatibility valid at the time of approval; in accordance with European directive No. 1999/05/EC.

This product complies with IP50 - according to IEC 529 / EN 60 529.

Any radio-based equipment can potentially cause interference with other equipment and can be interfered from other equipment. This also applies for DECT equipment. However due to the very low transmission power level the changes for interference are very small. Research proves that operational DECT phones normally don't influence electronic equipment however some precautions must be taken into account for sensitive electronic equipment e.g. sensitive laboratory equipment. When DECT phones operate in straight nearness of sensitive electronic equipment incidental influence can appear. You are advised not to place the DECT phone on or close (less then 10 cm) to this kind of equipment, even in standby mode.

Power Supply

The mains voltage of the adapter should match the local mains voltage, this can be 110 V or 220 V. Check if both voltages do match before installing the charger and adapter.

Safety Precautions

- Do not open the telephone or charger, this could expose you to high voltages. Have all repairs carried out by authorized service personnel.

- Do not allow the charger and the battery contacts to come into contact with conductive objects such as keys, paper clips, rings or bracelets.

- Do not allow the telephone and charger to come into contact with water or chemicals.

- Only use the plug-in AC adapter and appropriate battery type.

- Do not use AC adapters which are visibly damaged (cracked or broken housing) and keep the ventilation slits on the plug-in AC adapters free.

- Do not use the telephones in vehicles or in hazardous locations.

- This product contains magnetic material. Be aware that small metallic objects may stick to the loudspeaker. This may deteriorate the audio quality and can be harmful.

Usage

Like all other cordless telephones, this telephone uses radio signals which do not guarantee a connection under all circumstances. Generally, you should therefore not rely exclusively on cordless telephones when making indispensable calls (e.g. medical emergencies).

Avaya 3711 Telephone

This telephone is only supported on the Avaya IP DECT system. The Avaya 3711 Telephone features include:

- Speakerphone
- Illuminated display (amber)
- Illuminated keypad
- Headset connection (2.5 mm jack)
- Vibrating alarm
- SOS (emergency) key for speed dialing an emergency number
- Information key that can be used for:
    - phone number lists and voice mail indication
    - Information and speaker key flash when active
- Personal telephone book with 100 entries in every handset.
- IP Office System Directory access
- Mute Capability
- Voice Mail indication
- 30 ring tones
- 4-level connection field strength display
- Speaker and telephone volume, 7-levels
- Automatic call pick-up if using a headset
- Manual and automatic key lock (1 minute timer)
- Temporary ring tone muting
- Silent charging
- 10 menu languages
    - Danish, Dutch, English, Finnish, French, German, Italian, Portuguese, Spanish and Swedish
- Illuminated 5-line graphic display, (96 x 60 pixels), variable 7-level contrast
- Stand-by time: up to 200 hrs
- Talk time: up to 20 hrs
- Batteries: 3 AAA (NiMH) included with phone
- Charging time: max. 6 hours for empty batteries
- Weight: 138g incl. batteries
- Dimensions (L x B X H): 146 x 55 x 28 mm

Installation

Installation Location

Place the charger on a flat, even surface. Do not install the charger, telephone and accessories in the proximity of:

- Water, moisture or damp areas.

- Sources of heat, direct sunlight or unventilated areas.

- Devices which generate strong magnetic fields, electrical appliances, fluorescent lamps, computers, radios, televisions or fax and telephones.

- Areas where the telephone can be covered, its ventilation is impaired and liquid can get inside. Areas where there is excessive dust and areas subject to vibration, shock or extreme temperature fluctuations.

- Install / keep the telephone and accessories out of reach of small children.

Commissioning your Telephone

Your telephone is only operational after the batteries have been charged. You can then use the telephone to make and receive calls.

Placing the batteries in the telephone

The battery compartment is on the back of the telephone. It takes the three type AAA batteries which are supplied.

Opening the battery compartment cover: Insert a suitable item (e.g. the top of a ballpoint pan) into the hole at the bottom of the compartment cover(1). Push it in and lift the cover at the same time (2).
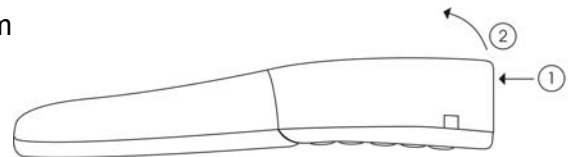
Inserting the batteries:

Insert the batteries in the battery compartment, taking care to observe the correct polarity. The + - poles of the batteries must correspond to the + - markings in the battery compartment.
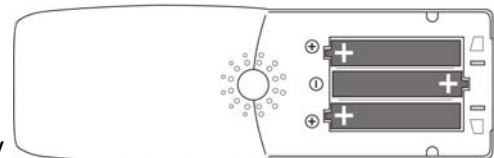
Closing the battery compartment cover: Replace the cover by placing it on the compartment at a slight angle (1) and pressing it down until it clicks into place (2).
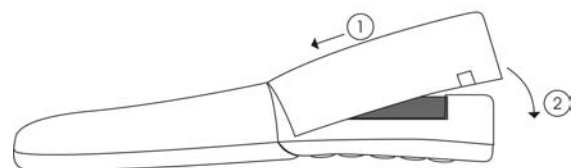
Note: if the batteries are inserted incorrectly, the telephone will not function, and may be damaged.

Important Battery Information

Note: use only rechargable AAA NiMh battery of typical 800 mAh, 1.2 V. Never use a battery which is damaged or worn out.

Heat or cold reduces the performance and life of the batteries. It is possible that a telephone with hot or cold batteries can be temporarily out of operation even if the batteries are fully charged.

Used batteries should be disposed of in accordance with local authority regulations.

Do not throw batteries in a fire.

Charging and Discharging

The batteries can be charged and discharged hundreds of times. If the operating time (i.e. talk and standby time) is significantly shorter than usual, then it is time to replace the batteries.

To maintain optimum operating time, the batteries should be discharged from time to time by not placing the telephone in the charger but leaving it switched on until it switches itself off.

Extreme temperatures can influence the charging capability of the batteries.

The Memory Card

Using the Avaya 3711 with/without a memory card

Your Avaya 3711 is fully operational when you use it for the first time even if you have not fitted it with a memory card. **If you have already used a memory card in the phone (on which phonebook data has already been saved) and you then remove the card, the Avaya 3711 will cease to operate until a programmed* memory card is inserted.**

* A programmed memory card is a memory card that has already been used in a Avaya 3711 telephone.

Inserting the memory card

Important note on safety

Take great care handling the memory card. The contacts should be free of dust, grease and moisture. Do not store your card in a place where it will get hot (e.g. through direct exposure to sunlight). Avoid bending the memory card, as the contacts may get damaged.

1. Press the memory card out of the plastic frame using your finger.

2. Push the memory card cover in the battery compartment in the direction of the arrow (OPEN). Tilt the cover upwards slightly. Make sure you never touch the gold contacts that are now visible, as static discharge could lead to the device becoming defective.
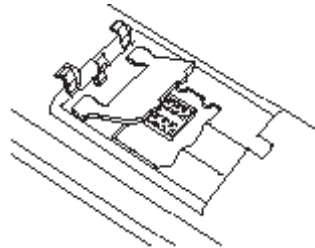
3. Press the memory card under the two teeth (a) so it slides into the memory card compartment. Make sure the contacts are face down as you do so and that the notched edge of the memory card is at the bottom left.
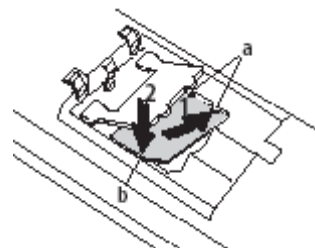
4. Press the memory card down until it snaps firmly into place.

5. Close the memory card compartment using the cover (to do this, push the lugs into the housing until the cover lies in a flat position on top of the memory card).

Removing the memory card

You only need to take out the memory card if you wish to give the telephone to someone else or need the memory card for a new telephone.

1. Remove the batteries.

2. Push the memory card cover in the battery compartment in the direction of the arrow (OPEN). Tilt the cover upwards slightly.

3. Using a pointed object, press on point (b) to release the card, as shown in the diagram.

4. Now you can lift out the memory card.

Installing the Charger

To operate the charger a mains connection is required. Check if the mains voltage matches the adapter mains voltage.

Connect the cable on the plug-in AC adapter to the terminal on the bottom of the charger and plug the AC adapter into the mains socket.

Mains plug

Charging the Batteries

Initial Setup and Operation

Charge the batteries approximately 6 to 7 hours before using the telephone. This protective measure extends the service life of the batteries.

The maximum power output is only attained after three to five charge and discharge cycles.

When replacing the batteries, ensure the correct polarity. Use only rechargable AAA NiMh battery of 800 mAh, 1.2V. The manufacturer does not accept liability for malfunctions or damage caused by using other battery types or normal batteries.

Charging and Operating Times

Charging time: (empty batteries) to full capacity in approx. 6 to 7 hours.

Talk time: approx. 20 hours (with fully charged batteries).

Standby time: from 200 up to 300 hours (with fully charged batteries).

Charge Display

The charge status of the batteries is indicated on the display. This means:

▥ batteries fully charged (80 – 100 %)

▤ batteries 60 – 79 %

▢ batteries 40 – 59 %

▢ batteries 20 – 39 %

▢ batteries 0 – 19 %

▢ (frame flashes) batteries are empty: an alert tone is also given.

Battery Capacity Icon

When batteries are replaced, no icon will be displayed before a charging cycle has been completed, except when almost empty batteries are inserted in the phone, then the icon will be shown immediately.

When the battery capacity icon is displayed, the indication is reliable.

If the charged batteries are inserted, the batteries can become hot during the first charge cycle, and if the fully charged batteries are removed from the phone and inserted again, the batteries can become overcharged.

Charge Warning

When the batteries' capacity is almost exhausted, an acoustic warning is given in the form of 3 short "beep" signals (only during a call). Upon receiving the beep approximately 5 minutes of talk time is left.

Initial Setup and Operation

The telephone can be manually registered on up to 10 different DECT systems. To do so, it has to be registered to each Avaya IP DECT system.

Telephone Registration

Register the telephone on the Avaya IP DECT system as described in <u>Menu: System</u>.

Keys, Displays and Connectors

Earpiece

Display

Up and Down keys (arrow keys) for selecting the menu and entering the telephone book
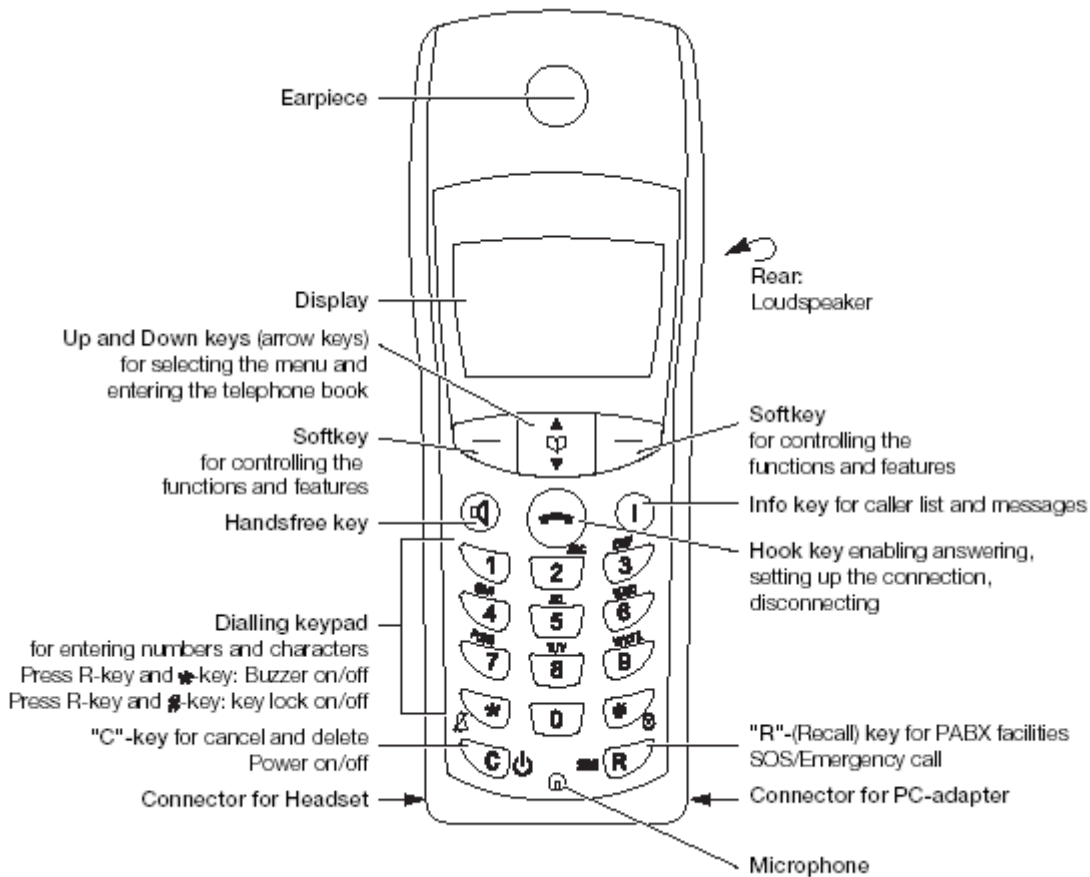
Softkey for controlling the functions and features

Handsfree key

Dialling keypad for entering numbers and characters
Press R-key and ✷-key: Buzzer on/off
Press R-key and #-key: key lock on/off

"C"-key for cancel and delete
Power on/off

Connector for Headset

Rear:
Loudspeaker

Softkey for controlling the functions and features

Info key for caller list and messages

Hook key enabling answering, setting up the connection, disconnecting

"R"-(Recall) key for PABX facilities
SOS/Emergency call

Connector for PC-adapter

Microphone

Display Arrangement

Icon / textline

3 text lines

Softkey line

Icons

🔔 Ringer deactivated.

📶 At least 2 bars: Good radio link

📞 On: telephone has a connection

Flashing: telephone has an incoming call

🔊 On: Handsfree is activated

📟 Flashing: Message in voicebox

ℹ️ Flashing: One or more missed calls in the caller list

🔋 Charge status of the batteries

🔒 On: Keypad is locked

Text Line/Softkey Line

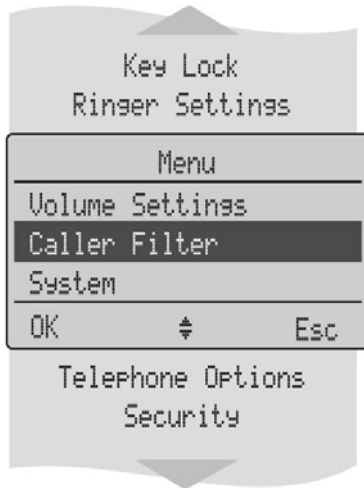In the top line of the display, information is given concerning the current status of the telephone during a call or the idle state. When using the menus, this line displays an additional line of text containing the name of the active menu. The text line displays important information about the current connection status or menu lists and texts. Below the icon line the system name or your programmed name and the phone number of the telephone are displayed.

```
          Key Lock
       Ringer Settings
    ┌─────────────────────┐
    │        Menu         │
    │ Volume Settings     │
    │ Caller Filter       │
    │ System              │
    │ OK        ↕     Esc  │
    └─────────────────────┘
       Telephone Options
           Security
```

Selection lists (e.g. caller list) and the features menu are displayed as a one-line. Lists can be moved up or down via the arrow keys to show the next menu entry or number.

The text and symbols on the softkey line refer to the keys below. The contents of the line changes according to the telephone state.

Illumination

The display is automatically illuminated when there is an incoming call or a key is pressed. The display illumination is automatically switched off after 10 seconds if no key is pressed.

Softkeys and the Cancel Key

The Softkeys

```
        TelBook
Miller
Newman
Peters
Options    ↕      Esc
```
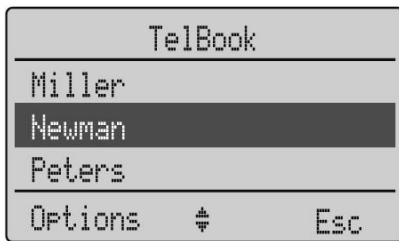
The 4 large keys below the display (see picture) are called the softkeys. The functions allocated to the keys are shown on the bottom line of the display. The key function changes automatically according to the telephone state.

Softkey: Arrow Keys

Symbols are displayed above the arrow keys which identify the respective functionality of the arrow keys:

- Opens the Telephone Book.

- Opens the Directory.

- When a selection list (e.g. telephone book or menu) is displayed, the arrow keys move the cursor to the desired entry.

- When entering phone numbers or names, changes can be made by moving the position of the cursor. The arrow keys shift the cursor to the left or right.

Enables selection from the redial list.

Softkey: OK

OK is used to confirm the selected function. If a function only permits you to switch between two options, OK causes this to take place. In the display, active settings (ON) are indicated by a "✓" at the end of the line. In the case of settings that are not active (OFF), a "-" appears at the end of the line.

Softkey: Menu

Using the **Menu** softkey on the left, you can access the main menu of the Avaya 3711 telephone.

Softkey: Options

Using the **Options** softkey on the left, you can perform actions on the selected item in the menu you are currently in.

Softkey: Esc

The **Esc** softkey is used to quit the respective menu section which is displayed. The display then shows the selection of the previous menu branch or the current idle / connection display.

Holding down the **Esc** softkey for a longer time (approx. 2 sec.) quits the present menu and returns to the idle display.

Cancel Key

Pressing ⌇©⌇ during editing of names and/or numbers results in deleting the last entered character or digit.

Example: Menu

```
        Menu
 Key Lock
 Ringer Settings
 Volume Settings

 OK         ⬍        Esc
```

Press **Menu**. Use the arrow keys to scroll through this list and confirm the desired function with **OK**.

Example: Telephone Book

```
 Search:_
 Miller
 Newman
 Peters

 Options    ⬍        Esc
```

If the telephone book has been opened (▟▖-key), the arrow keys can be used to select a name and ⌢ can be used to dial.

To change entries, switch over to the next menu using the **Options** softkey and choose Edit. Now you can edit the telephone number and then the name with which it is associated. Save your changes by selecting **OK** at the end of each procedure.
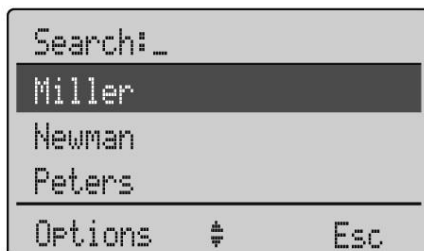
Entering a Telephone Number

```
 Enter Number:



      367_


 OK        ◀▶       Esc
```

The arrow keys can be used to shift the input position (cursor) to the left or right. Additional characters are always added in front of the flashing cursor. Use **OK** to confirm your entry, ⌇©⌇ deletes individual characters.
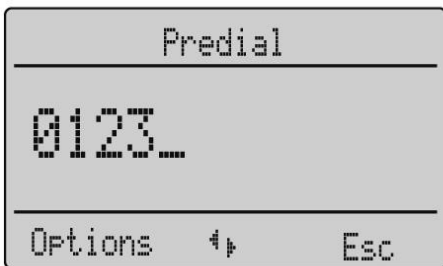
Calling

Making a Call

Dialing:

Press ⌒ and dial the phone number.

```
 .ᵢᵢₗ      ⌐)        ▭
367_
Options  ◄►        ◖◗
```

Pre-dialling:

Enter the phone number and press ⌒. You can pre-dial to chain telephone numbers from different lists. Press **Options**, select one of the lists with the arrow keys and **OK**. Select a telephone number from the list. A long press on the hook key will add the number to the number predialled before.

```
        Predial
0123_
Options  ◄►       Esc
```

Please note: In pre-dialling, if the input cursor is positioned behind the telephone number, the number to be chained will be suffixed to that telephone number. If the input cursor is at any other point, the number to be chained will be prefixed to the telephone number.

While pre-dialling the ⌫ will delete individual digits.

Note: If the selected digit sequence does not fit on the display any more, the display is switched to a smaller font (up to 32 digits on two lines).

Long key press on "0" inserts P (for pause) in the pre-dial-mode.

Making a Call from the Last Number Redial List

```
        Redial
Miller
Newman
03099887
Options   ↕       Esc
```

Selection: press the ✪-softkey and then one of the arrow keys with the telephone in an idle state. The last 10 phone numbers dialed are displayed. The beginning / end of the redial list is marked by a dashed line.

Dialing: Press ⌒, the selected phone number is dialed.

Pre-dialling: If you press ⌒ for a longer period, the selected phone number is entered into the pre-dial mode. Digits can be added to the displayed phone number, as required (see: Making a Call). To dial, press ⌒. The pre-dial mode is terminated by pressing **Esc**.

You can call directly from the redial list or transfer a phone number to the telephone book (refer to Menu: Redial list).

Making a Call from the Telephone Book

```
Search: _
Miller
Newman
Peters
Options  ♦        Esc
```

Selection: press the arrow keys with the telephone in an idle state. Use the arrow keys to select an entry or type in the first character(s) of the name.

Dialing: press ⌢ and the phone number is dialed.

Pre-dialling: If you press ⌢ for a longer period, the selected phone number is entered in pre-dial mode. To dial, press ⌢. The pre-dial mode is terminated by pressing **Esc**.

Making a Call from the Directory

The directory stores phone numbers from the IP Office. See Menu: Avaya for more details on the directory feature. To make a call from the directory

- Press the 🔼 (down arrow)

- Select the Directory required and press **OK**

- Type the name on the keypad

- Select the entry required using the arrow keys 🔼

- Select OK

- Select OK or press ⌢ to make the call

Making a Call from the Caller List

The telephone stores the phone numbers of the last 20 callers in the caller list (dependent on the transmission of the phone number). If a call is not answered within 10 seconds the user is notified via the text "Missed calls" in the idle display and the flashing icon 🛈 . This text will disappear when the caller list is entered. Calls that are successfully established from the caller list will be removed from the list. Every call will be removed because of the connect message sent by the IP Office.

Selection: press the Info key ⓘ with the telephone in an idle state. If there are new calls stored the list will open immediately. Otherwise you have to select **Caller List**.

Dialing: use the arrow keys to select an entry. Press ⌢ and the phone number is dialed.

Pre-dialling: if ⌢ is pressed for a longer period, the phone number is entered into the pre-dial mode.

Digits (e.g. a code) can be added as required. The phone number is dialed by pressing ⌢. The pre-dial mode is terminated by pressing **Esc**.

You can call back directly from the caller list or transfer a phone number to the telephone book (refer to Menu: Caller List).

Making a SOS-call

The telephone can be used to send emergency calls to a certain telephone number. The number is stored in the menu **Telephone Option**.

To make the emergency call press the SOS-/⌇-key for longer than 2 seconds.

Answering a Call

```
  .ill      ((●       ▭
       External
        Peters

  Options       Silence
```

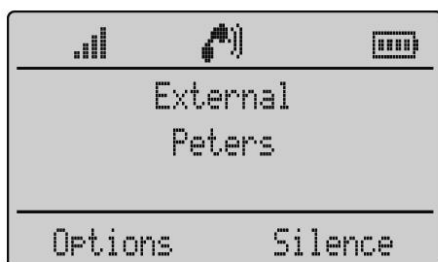When receiving an incoming call the number of the caller is displayed (if transmitted). If this number is already listed as an entry in the phonebook, the corresponding name of this entry is displayed during an incoming call. Press ⌒ to answer the call or lift the telephone off the charger when "Charger Answer" is enabled.

Options:

Reject rejects the call.

Silence mutes the ringer.

Add To adds the caller's number to the telephone book or call filter.

Changes During a Connection

```
  .ill      ((●       ▭
        01:05
        Peters


  Options         ▨
```

During a connection the loudspeaker volume can be adjusted by pressing the arrow keys.

Pressing **Options** softkey will give you access to the following options:

Telephone Book opens the telephone book.

Caller List opens the Caller List.

Redial opens the Redial List.

Add To adds the caller's number to the telephone book or call filter.

Mute Mutes the Call.

Setting Call Forward Number

Before setting any call forwarding options, you must configure your forward number.

To set the forward number enter *07*N#. The N in the sequence should be the number were you want the call forwarded. For example to forward the call to 1234 you enter *07*1234#.

Consultation Call

During a connection another party can be consulted (Consultation call).

- ⌧ holds the first call. Now dial the other phone number.

- Press ⌧ again to switch back to the first caller (press ⌧ to speak alternately with the other parties).

- ⊖transfers the first call to the consulted call party when you are connected to the consulted call party.

Call Transfer

To transfer a call to another caller.

- You receive the call to your phone. Answer the call. Hold down **Options** for at least 2 seconds and select `Transfer`

- Choosing the **Transfer** Option will give you access to the following options:

  - `Directory` opens the directory to select an entry from the directory to transfer the call to.

  - `User Input` allows you to enter the number to transfer the call to.

  - `Selections` opens the Caller List, Redial or Telephone Book to select an entry to transfer the call to.

Conference Call

During a call you can create a conference between callers.

- Press ®⁄ to hold the first call.

- Dial the other phone number.

- Hold down **Menu** for a period and select `Conference`

- The parties will be conference together.

Parking a Call

During a call you can park a call.

- You receive the call to your phone. Answer the call. Hold down **Options** for at least 2 seconds and select `Park`

- Choosing the **Park** Option will give you access to the following options:

  - `Directory` opens the directory to select an entry from the directory to park the call.

  - `User Input` allows you to enter the number to park the call.

  - `Selections` opens the Caller List, Redial or Telephone Book to select an entry to park the call.

- Enter a number to park the call and press **OK**. You have now parked the call. This number is needed to unpark the call.

Retrieving a Parked a Call

When the phone is in the idle state you can unpark a call.

- Press and hold **Menu** for at least 2 seconds and select `Ride`.

  - `Directory` opens the directory to select an entry from the directory to unpark the call.

  - `User Input` allows you to enter the number to unpark the call.

  - `Selections` opens the Caller List, Redial or Telephone Book to select an entry to unpark the call.

Enter the park number the call is parked against.

Placing a call on Hold

During a call you can place a call on hold.

- Press Ⓡ places the call on hold.

- Press Ⓡ again to retieve the call.

Avaya IP DECT Twinning

Twinning allows the desktop phone and Avaya 3711 DECT telephone to alert at the same time. Calls presented to the desktop phone will be simultaneously presented to the Avaya 3711 DECT telephone. When either device is busy any further calls presented will receive busy tone, call waiting or be re-routed to the relevant divert on busy destination which may be Voice Mail if configured.

Consult your System Administrator for configuring twinning with your Avaya 3711 DECT telephone.

Message waiting indication for Voicemail*

When a ⊡ icon appears in the idle state, a voice mail message has been received in the voice mail box. After listening to all new voice mail messages, the ⊡ icon will disappear in idle state.

In case the telephone is switched off, is out of coverage or is in the charger while "silent charging", the message waiting indication is updated after the telephone is logged on to the Avaya IP DECT system.

If the Voicemail Box number is configured the user is notified via the text "Voice Message" in the idle state and the flashing info key. You can access your voicemail by pressing the Info key and selecting **Voice Box**. Press **OK** to connect to your voicemail.

Depending on what you have previously chosen, the call will be routed to the loudspeaker or the ear piece.

* Applicable only if this function is configured on the system.

The Menus: Operating Procedures

In this and subsequent sections, all features are activated via the softkey Menu. The individual operating sequences are shown in short form, and then a short discription follows.

Menu Control

The symbols have the following meaning:

⌗ Input of numbers or characters

↕ Operate arrow keys

Menu Texts shown in this font represents a softkey
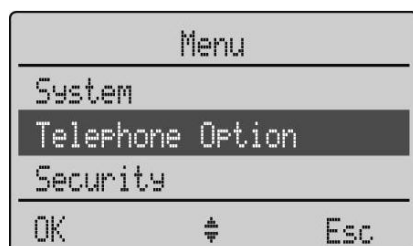
`Key Click` In this way displayed texts indicate the menu item to be selected.

Press the ⌒ key.

Example

Saving user names: (in the next chapters all representations of the operating sequences have the following form.)

Menu ↕ `Telephone Option` **OK** `User Name` **OK** ⌗ name **OK**

```
        Menu
 System
 Telephone Option
 Security
 OK        ÷        Esc
```
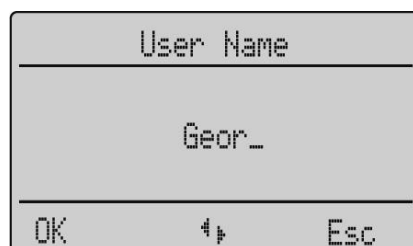
In this example, first press **Menu** and select `Telephone Option` with the arrow keys.

Confirm the selection by pressing the **OK** softkey.

```
    Telephone Option
 Alarm
 User Name
 Language
 OK        ÷        Esc
```

Then select `User Name` with the arrow keys. Confirm again by pressing **OK**.

```
     User Name


       Geor_


 OK        ◀▶        Esc
```

Now enter the name, confirm by pressing **OK**. Instructions on entering the name can be found at "Entering characters/names".

Menu Timer

The menu activation is time-monitored. If no entries are made within 60 seconds, then the menu is automatically exited.

Menu: Telephone Book Settings

The Telephone Book allows you to strore up to 100 phone numbers and names. The entries in the telephone book are stored locally on the telephone. The names are sorted alphabetically, therefore the telephone book offers an alphabetic search function. Entering the same telephone number more than once is not accepted, but the same name can be stored with different numbers.

An entry can consist of a maximum of 32 digits for the number and 16 characters for the name (refer to Entering Characters/Names). The beginning / end of the telephone book list is marked by a dashed line. If a caller is listed in the telephone book and the phone number has been transmitted for the incoming call, then his name appears on the display.

All entries in this chapter begin in the idle state by pressing the softkey...

⬆ (up arrow)/ **Options**...

Adding a New Entry

⬆until **New** **OK** ⠿ phone number **OK** ⠿ name **OK**

When entering the name, the keypad keys are automatically switched over to character input. It is not possible to store a phone number without an associated name. A name consists of maximum 16 characters.

Entering Characters / Names

The following characters can be entered by pressing the keypad keys several times. The entry position is automatically advanced if no entries are made for a short while or a new character is entered. Pressing the ⌽-key switches from capitals to non-capitals and the same action switches back. While entering characters the first displayline shows all characters assigned to the key. The actual position is marked by > <.

Key	Capital letter	Small letter
1	?!1-+*/=&()%¿¡	?!1-+*/=&()%¿¡
2	ABC2ÄÅÀÁÃÆÇ	abc2äåàáãæç
3	DEF3ÈÉÊË	def3èéêë
4	GHI4ÌÍÎÏ	ghi4ìíîï
5	JKL5	jkl5
6	MNO6ÑÖÒÓÔÕØ	mno6ñöòóôõø
7	PQRS7ß	pqrs7ß
8	TUV8ÜÙÚÛ	tuv8üùúû
9	WXYZ9	wxyz9
0	(space) ,.0:;_"'^~	(space) ,.0:;_"'^~
*	A'a	a'A
#	#@∂$£¥§<>{|}[\]	#@∂$£¥§<>{|}[\]

Editing an Entry

⬍until **Edit** **OK** ©short / long ⠿ new digits **OK** ©short / long ⠿ new characters **OK**

Select the entry to be changed with the arrow keys before confirming **Edit** Changes can be made by moving the cursor to the beginning or end of the entry via the arrow keys. Delete characters by using the ©-key. Press **Esc** if you do not wish to change a phone number or a name.

Deleting an Entry

⬍until **Delete** **OK** **Sure?** **OK**

Use the arrow keys to select the entry to be deleted before choosing Options ⬍ **Delete**

Deleting all Entries

⬍until **Delete All** **OK** **Sure?** **OK**

This function deletes all entries.

Adding an Entry to the Call Filter

⬍until **Add to Filter** **OK** transfers the selected phone number to the call filter. When the name is already in the caller filter, the telephone will give a beep. See [Menu Caller_Filter](#) for more informationon the Call Filter.

Quick Call

Activate an entry in the telephone book and then select **Quick Call** from the **Options** menu. Key in a one-digit number from 1 to 9 as your quick call number and confirm your selection by pressing **OK**.

Note: quick call numbers can only be allocated once. To dial a number, press the key you have allocated the number to and hold it down for a second or two while the telephone is idle. The number you wish to call will then be entered automatically in pre-dial mode. In the telephone book the names allocated to the quick call function have the corresponding quick call number in front of the names. Removing a quick call number can only be performed by assigning a new quick call number to the telephone book entry without giving it any number. To delete the quick call number use ©.

Transferring Phone Numbers to the Telephone Book

Every selectable phone number in the "caller list" or "redial list" can be transferred to the telephone book. To do so, the Options softkey in the Caller list Menu or Redial List Menu is available depending on the state of the telephone. If OK is pressed, the phone number is stored immediately and is treated as a new entry:

Options ⬍ **Add To** **OK** ⬍ **Telephone Book** **OK** ⠿ Edit number / enter name **OK**

Edit number press **OK** and enter/edit a name for the phone number. Confirm by pressing **OK**. It is not possible to store a phone number without an associated name.

When entering characters and numbers, the arrow keys can be used to shift the entry position to the left or right.

The **Esc** softkey cancels the entry.

Menu: Redial List

In the idle state, press the ⚙-softkey and then one of the arrow keys (several times if necessary). You will see the last 20 internal and external parties dialled (telephone number or name).

Dialing: dial the phone number by pressing ⌒. Pre-dialling is started by pressing ⌒ for a longer period.

Options:

Add to transfers the phone number to the telephone book or to the call filter.

Details shows the receiving time/date of the respective call.

Delete **OK** **Sure?** **OK** deletes the selected entry.

Delete All **OK** **Sure?** **OK** deletes all entries.

Menu: Key Lock

Key Lock On / Off

The keypad can be locked to prevent any accidental operation: press the **Menu** softkey, select **Key Lock** via the arrow keys and confirm by pressing **OK**. A lock icon is then shown in the display.

To unlock the keypad, press the right softkey and then (as shown on the display).

Calls can be answered in the normal way when the key lock is active and all keys can be used. The key lock is activated again after the call has been terminated.

Menu: Alarm

Alarm

The Avaya 3711 allows you to set a time between 00:00 and 23:59 at which the telephone will emit an acoustic signal (preset tone for internal calls). The signal lasts 60 seconds and can be switched off by pressing any key. Powering the telephone On/Off doesn´t affect the Alarm Setting.

The Alarm time can only be set when date and time are available on the telephone.

When the Alarm goes off, "Alarm" is shown on the display.

No Alarm will be given, when the telephone has been switched to "OFF".

Setting the Alarm Clock

Menu **Alarm** **OK** **Set** **OK** time 00:00 - 23:59 **OK**

Activating / Deactivating the Alarm Clock

Menu **Alarm** **OK** **Active** **OK**

Once you have set an alarm time, you can activate it by pressing **OK**, in which case the "✓" appears. Press **OK** again to deactivate it.

Note: When the Alarm Clock is active, the Alarm symbol is displayed behind the time on the display when the telephone is idle.

Setting the Date/Time

Menu **Alarm** **OK** **Date/Time** **OK** time 00:00 - 23:59 date 00.00.00 **OK**

Menu: Avaya

The Avaya Menu can be accessed by pressing the **Menu** softkey (in the idle state) or the **Option** softkey (when on an active call) for at least 2 seconds. The options available will depend on those configured on Avaya DECT Mobility Manager by your System Administrator and the state of the phone (Idle or active on a call).

Menu ⬆⬇ **Avaya** **OK** **or** hold down **Menu** for 2 seconds

Avaya Menu in the Idle state

Directory - The Directory allows you access to telephone numbers stored on the system.

- External Dir - This Directory is the IP Office system directory.
- Internal Dir - This Directory contains the IP Office Users and Hunt groups.

Call Pickup - Allows you to pick up any call ringing on another extension.

Directed Call Pickup - Allows you to pick up a call ringing on a specific extension. To use this feature enter the extension number of the extension receiving the incoming call, after the short code is presented.

- Directory opens the directory to select an entry from the directory to pickup the call.
- User Input allows you to enter the number to pickup the call.
- Selections opens the Caller List, Redial or Telephone Book to select an entry to pickup the call.

Send All Calls - Select Enable to set your extension into 'Do Not Disturb' mode. Select Cancel to remove 'Do Not Disturb' mode.

Call Forward - Allows you to configure your call forwarding options. After selecting call forward you are presented with the following options.

- All - Forwards all calls unconditionally to the destination specified by the forward number set for the users extension.
- Busy - Forward calls to the destination specified when the phone is busy.
- Cancel - Cancels all call forwarding options. However, the forward number is retained.

Note: If the forward number is not configured, the call forward feature will not work. The forward number must be configured before configuring the Call Forward feature. See Calling for details on how to configure your forward number.

Ride (Unpark) - Allows you to retrieve a parked call. See Calling for details on unparking a call.

- Directory opens the directory to select an entry from the directory to unpark the call.
- User Input allows you to enter the number to unpark the call.
- Selections opens the Caller List, Redial or Telephone Book to select an entry to unpark the call.

WML Portal - Allows access to wml sites. Select a site from the list (If configured by your System Administrator) or enter a wml address manually.

Avaya Menu in the Active call state

Directory - The Directory allows you access to telephone numbers stored on the system. As described above.

Consultation Call (Enquiry Call) - Allows you to talk to another party while on a call. During a connection another party can be consulted. See Calling for details on making a consultation call.

Transfer - Allows you to transfer a call to another caller. See Calling for details on transfering a call.

Conference - During a call you can create a conference between callers. When selected, it places the current call on hold, then conferences all held calls together. See Calling for details on creating a conference.

Park - During a call you can park a call. See Calling for details on parking a call.

The options consultation call, transfer, conference and park, are all followed by a common set of options for the use of the feature.

- **Directory** opens the directory to select an entry to perform one of the 4 options above.

- **User Input** allows you to enter the number to perform one of the 4 options above.

- **Selections** opens the Caller List, Redial or Telephone Book to select an entry to perform one of the 4 options above.

WML Portal - Allows access to WML sites.

All telephony features can be accessed via shortcodes. You can enter these by using *, # and digits 0-9 See Shortcodes.

Menu: Caller List

Accepted and Missed Calls

Accepted and missed calls with a transmitted phone number, are entered into the caller list. A missed call is a call which has not been answered and has been alerting for at least 10 seconds. When calls have been missed the text " Missed Calls" is shown in the display. Every call is marked with a time stamp*, and it is possible to monitor the time stamp for each call via the details softkey. If the caller is registered in the telephone book, the name is displayed.

The last 20 telephone numbers are listed. Every additional phone number overwrites the oldest entry. When a call back is successfully executed to an entry in the caller list, the entry is removed from the caller list.

The beginning / end of the caller list is marked by a special line.

Multiple calls with the same phone number are only stored once and the timestamp of the last call is stored.

The following symbols at the end of the entries indicate the kind of call:

missed call

accepted call

filtered call

rejected call

Calling

ⓘ 🔼 **Caller List** <u>OK</u> 🔼 Selection of a phone number…

Dialing: dial the phone number by pressing ⌒. Pre-dialling is started by pressing ⌒ for a longer period.

<u>Options:</u>

Add to transfers the phone number to the telephone book or to the call filter.

Details shows the receiving time/date of the respective call*.

Delete <u>OK</u> **Sure?** <u>OK</u> deletes the selected entry.

Delete All <u>OK</u> **Sure?** <u>OK</u> deletes all entries.

* Applicable only if this function is configured by your System Administrator on your system or when the time is configured via the telephone.

Menu: Ringer Settings

A different melody can be set for every type of call (internal, external, unknown number, VIP, normal message, urgent message, emergency call and alarm call).

National anthems first lines are integrated in the telephone and they are selected in the ringer settings by choosing one of the numbers shown below.

21: United Kingdom, 22: Germany, 23: Holland, 24: Italy, 25: France, 26: Spain, 27: Portugal, 28: Sweden, 29: Denmark, 30: Norway.

All entries in this chapter are started by pressing the softkeys:

Menu ⬆️⬇️ **Ringer Settings** **OK**

Then select…

Melody: Internal

⬆️⬇️ **Melody** **OK** ⬆️⬇️ **Internal** **OK** ⬆️⬇️ or 🔢 1…60 **OK**

Select the melody for internal calls by entering a number 1…60 or use the arrow keys.

Melody: External

⬆️⬇️ **Melody** **OK** ⬆️⬇️ **External** **OK** ⬆️⬇️ or 🔢 1…60 **OK**

Select the melody for external calls by entering a number 1…60 or use the arrow keys.

Melody: Unknown number

⬆️⬇️ **Melody** **OK** ⬆️⬇️ **Unknown Number** **OK** ⬆️⬇️ or 🔢 1…60 **OK**

Select the melody for calls without transmitting a phone number by entering a number 1…60 or use the arrow keys.

Melody: VIP calls

⬆️⬇️ **Melody** **OK** ⬆️⬇️ **VIP** **OK** ⬆️⬇️ or 🔢 1…60 **OK**

Select the melody for VIP calls by entering a number 1 ... 60 or use the arrow keys.

Melody: Normal Message

⬆️⬇️ **Melody** **OK** ⬆️⬇️ **Normal Message** **OK** ⬆️⬇️ or 🔢 1…60 **OK**

Select the melody for normal messages by entering a number 1 ... 60 or use the arrow keys.

Melody: Urgent Message

⬆️⬇️ **Melody** **OK** ⬆️⬇️ **Urgent Message** **OK** ⬆️⬇️ or 🔢 1…60 **OK**

Select the melody for urgent messages by entering a number 1 ... 60 or use the arrow keys.

Melody: Emergency Call

⬆️⬇️ **Melody** **OK** ⬆️⬇️ **Emergency Call** **OK** ⬆️⬇️ or 🔢 1…60 **OK**

Select the melody for Emergency Calls by entering a number 1 ... 60 or use the arrow keys.

Melody: Alarm Call

⬆️⬇️ **Melody** **OK** ⬆️⬇️ **Alarm** **OK** ⬆️⬇️ or 🔢 1…60 **OK**

Select the melody for Alarm calls by entering a number 1 ... 60 or use the arrow keys.

Type

[⬍] **Type** **OK** [⬍] **Chirp** **OK**

This function is used to switch on the ringer signalling function with a chirp (short melody). When activated it is marked with "✓" on the left side.

[⬍] **Type** **OK** [⬍] **Full Melody** **OK**

This function is used to switch on the ringer signalling function with a full melody. When activated it is marked with "✓" on the left side.

Volume

[⬍] **Volume Settings** **OK** [⬍] or [⌗] 1…8 **OK**

The ringer signalling volume can be changed via digits 1 ... 8 or the arrow keys.

Device

[⬍] **Device** **OK** [⬍] **Buzzer** **OK**

This activates/deactivates the buzzer. When activated it is marked with "✓" on the left side. If the buzzer is switched off, the bell symbol 🔔 is shown on the idle display. To switch the buzzer on/off you can also use the ⓡ-key and ＊-key in the idle state of the telephone.

[⬍] **Device** **OK** [⬍] **Vibrator** **OK**

This activates/deactivates the vibrator. When activated it is marked with "✓" on the left side.

[⬍] **Device** **OK** [⬍] **Headset** **OK**

This activates/deactivates the headset alerting. When activated it is marked with "✓" on the left side.

Menu: Volume Settings

Earpiece

Menu [↕] Volume Settings OK [↕] Earpiece OK [↕] OK

The voice volume of the earpiece can be changed in 8 steps via the arrow keys.

Hands-Free

Menu [↕] Volume Settings OK [↕] Hands-free OK [↕] OK

The voice volume of the loudspeaker can be changed in 8 steps via the arrow keys.

Headset

Menu [↕] Volume Settings OK [↕] Headset OK [↕] OK

The voice volume of the headset can be changed in 8 steps via the arrow keys.

Buzzer

Menu [↕] Volume Settings OK [↕] Buzzer OK [↕] OK

The voice volume of the Buzzer can be changed in 8 steps via the arrow keys.

Menu: Caller Filter

Via the caller filter it is possible to block or receive incoming calls if the calling phone number is stored in the caller filter. The phone numbers in question have to be stored in the caller filter, before it is possible to use the filter functions.

Phone numbers can be entered manually or transferred from caller list, redial list or telephone book. An entry can consist of a maximum of 32 digits for the number and 16 characters for the name (refer to "Entering Characters/Names"). It is possible to store a maximum of 10 numbers in the caller filter. The caller filter only works for calls not for messages.

List of Numbers

Menu [↕] **Call Filter** **OK** [↕] **List of numbers** **OK**

Select an entry…

Options :

Adding a new Entry

[↕] until **New** **OK** [keypad] phone number **OK** [keypad] name **OK**

When entering the name, the keypad keys are automatically switched over to character input. It is not possible to store a phone number without an associated name.

Editing an Entry

[↕] until **Edit** **OK** [C] short/long [keypad] new digits **OK** [C] short/long [keypad] new characters **OK**

Select the entry to be changed with the arrow keys before choosing **Options** **Edit**. Changes can be made by moving the cursor to the beginning or end of the entry via the arrow keys. Press **Esc** if you do not wish to change a phone number or a name.

Deleting an Entry

[↕] Until **Delete** **OK** **Sure?** **OK**

Use the arrow keys to select the entry to be deleted before choosing **Options** **Delete**.

Deleting all Entries

[↕] Until **Delete All** **OK** **Sure?** **OK**

Filter Options

The filter options menu provide blocking or receiving of incoming calls with the numbers from the list.

Blocking or receiving calls

Menu [↕] **Call Filter** **OK** [↕] **Filter Options** **OK**... select [↕] **Accept List** or **Block List** **OK**

The selected mode is marked "✓" and the filter is activated! When the filter is active, the telephone is showing the "icon filter active" (📶) on the idle display.

Caution - If the filter mode is set to receive and the caller filter is activated, the numbers in the caller filter are the only numbers, from which the calls will be received by the phone !

Example: if the characters "0S" are entered as a number in the caller filter and the filter mode is set to receive, only calls beginning with the digits "0" (external numbers) will be received by the phone.

Deactivate Filter

⬚until **Filter off** <u>OK</u>

The deactivated caller filter is marked "✓". To switch it on again you have to select "Accept List" or "Block List".

Wild Card Feature

When entering numbers in the caller filter a wild card feature is provided, so that a group of numbers is selected as entries in the caller filter.

Example - if the characters "0*" are entered as a number in the caller filter, all numbers beginning with the digit "0" (external numbers) are selected as entries in the caller filter.

If only the character "*" is entered as a number in the caller filter, all numbers are selected as entries in the caller filter.

Remember - when using the wild card function, the "*" character must always be the last character entered in the number.

Transferring Phone Numbers to the Caller Filter

For transferring phone numbers from the Telephone Book, the Redial List and the Caller List to the Caller Filter refer to;

Menu: Telephone Book Settings,

Menu: Redial List and

Menu: Caller List.

Menu: System

Registration Code

The telephone can be manually registered on up to 10 different DECT systems. Before you can make a call via the DECT system, the telephone has to be registered to the system. A system ID and registration code are necessary for the registration process. When the telephone is not subscribed to the system the display will show "Please, subscribe".

This is for information only. Please contact your System Administrator to register the telephone.

All settings in this chapter are started by pressing the softkeys:

Menu ⬍ **System** **OK**

Registering the Telephone to the DECT System

⬍**Subscription OK Options** ⬍**New** / **OK** PARK **OK**

▥ PIN Authentication code) **OK** ▥ System name **OK** ▥ Local phone number **OK**

The following entries must be made when logging on:

Enter PARK : A system ID should only be entered if you are at a location where two DECT systems overlap. If only one DECT system is available, then just press **OK**.

Enter Auth.Code : This code is used to get access to register the telephone (authentication code). The DECT System supplies this code.

Enter System Name : Enter the name of the DECT system which you are registering. This will be shown on the idle display. For information concerning the entry of characters, refer to "Entering Characters / Names".

Enter Local Number: : the phone number, assigned to your DECT telephone can be entered here (ask your system administrator for the phone number).

Selecting the DECT System

⬍**Subscription OK** ⬍select a System **Options** **Select** **OK**

If the telephone has been registered to several DECT systems, then you can select which one the telephone is to be used with. Select the system via the arrow keys before confirming "Select". By choosing **Options** **Select**, the function automatic search is disabled. The selected system is shown in the idle display.

Automatic Search System

⬍**Subscription OK** ⬍**Auto. Search OK**

If you have registered your telephone with several DECT systems and this function is active (" ✓ "), then the telephone will automatically select one of the systems. Your telephone is automatically "logged-in" to another of the registered DECT systems, as soon as you move out of the effective range of the current system. This function is disabled if a specific system is selected by the select option.

Deleting a System

⬍ **Subscription** <u>OK</u> ⬍ select a System **Options** Delete <u>OK</u> Sure? <u>Yes</u>

Deleting subscription is only possible, when the telephone is out of coverage from the system or when it is not successfully registered to a system. Consequently, the telephone can only be used on this system again after completion of the registration process. Use the arrow key to select the system, before you choose **Options** Delete . This function removes subscription information from your telephone for the selected DECT system.

Note that after execution of this function, the telephone cannot be used on that DECT system! To use it again, you must go through the registration procedure for the DECT system and the telephone.

Changing a System´s Name and Phone Number

⬍ **Subscription** <u>OK</u> ⬍ select a System **Options** Edit <u>OK</u>

⬍ System Name <u>OK</u> ⬍ Local Phone number <u>OK</u>

You can select a system and then edit the name of the system and your telephone number.

Equipment ID

⬍ **IPEI** <u>OK</u>

You can read the international telephone identification.

Menu: Telephone Options

All entries in this chapter are started by pressing the softkeys:

Menu ⬆⬇ **Telephone Option** **OK**

User Name

⬆⬇ **User Name** **OK** ⌨ Name **OK**

This function can be used to store the name of the telephone user which is set by your System Administrator. You can change the User Name on the telephone but this will revert to the System Administrator configured name upon a system reset. The user name consists of maximum 12 characters. The name is shown on the idle display. Further information concerning the input of characters can be found at Entering characters / names.

Changing the Language

⬆⬇ **Language** **OK** ⬆⬇ **English** **OK**

Sets the desired display language. It is possible to select from 10 different languages.

Emergency Call Messages

Not supported on the Avaya IP Office.

Emergency Call SOS Number

⬆⬇ **Emergency Call** **OK** ⬆⬇ **SOS number** **OK** ⌨ number **OK**

The phone number for the SOS function can be stored here.

Voice BOX No.

⬆⬇ **Voice BOX No.** **OK** ⌨ **OK**

This is the number used to connect to your Voicemail. Do not change this number as you will be uanble to access Voicemail.

Attention tones

⬆⬇ **Attention tones** **OK** ⬆⬇

Key Click or **Coverage Warn** or **Battery alarm** or **Error tone**

or **End of Menu** / **OK**

If activated "✓" an acoustic warning signal is given when a key is pressed (Key Click), if a setting is confirmed (Confirm tones), if the end of a menu list is displayed (End of Menu), if the battery charge becomes too low (Battery alarm) or if there is a danger of losing the radio link (Coverage Warn).

Silent Charging

⬆⬇ **Silent Charging** **OK**

If activated "✓" the telephone does not setup and receive any calls while it is placed in the charger. The first display line shows "Silent Charging" when placed into the charger. While on Silent Charge calls are directed to Voicemail (if configured). Calls are signalled again once it is taken out of the charger.

Charger Answer

⬚ **Charger Answer** <u>OK</u>

When the function is enabled, you can answer incoming calls when the telephone is placed in the charger e. g. by lifting it off the charger. The "✓" is shown when activated. The call is ended and the telephone goes on hook by placing it on the charger again.

Auto Quick Hook

⬚ **Auto.Quick Hook** <u>OK</u>

If activated "✓" a QuickCall-Number (see menu: Telephone Book Settings) will be dialed immediately. If deactivated the number will be entered in pre-dial mode.

Auto Answer

⬚ **Auto Answer** <u>OK</u>

When signalling an incoming call the telephone automatically goes off hook after one ringer alert signal and the call will proceed. The "✓" is shown when activated. To deactivate it press <u>**OK**</u> again. The Auto Answer function works regardless if the telephone is connected or not. The first line of the idle display shows "Auto Answer" if activated. Auto answer can also be used in combination with a headset.

Charging LED

⬚ **Message Options** <u>OK</u> ⬚ **Charging LED** <u>OK</u>

Enables the charging LED indication on the telephone.

Display Time

⬚ **Message Options** <u>OK</u> ⬚ **Display Time** <u>OK</u>

The Display Time will show the Date/Time on the telephone when in the idle state. It will only be shown if the Date/Time is configured on the telephone or by your System Administrator.

Display Contrast

⬚ **Disp. Contrast** <u>OK</u> ⬚ <u>OK</u> or 🔢 1...7 <u>OK</u>

The display contrast can be changed via digit 1-7 or the arrow keys.

Menu: Security Functions

The security functions are protected by a PIN code (4 digits).

The PIN entry is only necessary when read only is switched on. In the delivery state the PIN is set to 0 0 0 0. For additional security, **** is displayed when entering the PIN. Numbers which have been entered can be deleted by pressing ⌫. If you have forgotten your PIN, please consult your system administrator.

All entries in this chapter are started by pressing the softkeys:

Menu ⬍ **Security** **OK** ⠿ Enter PIN **OK**

Then select…

Changing the PIN

⬍ **Change PIN** **OK** ⠿ old PIN **OK** ⠿ new PIN **OK** ⠿ repeat new PIN **OK**

For additional security, the new PIN must be entered twice. The numbers of the PIN are displayed as ****.

Resetting the Telephone

⬍ **Default setting** **OK** **Sure?** **Yes**

All functions with the exception of the telephone book, the PIN and system registrations are deleted and reset to the delivery state.

Menu: Shortcuts

Several frequently used menu items can also be activated with shortcuts, so you do not have to scroll through the menu.

When the telephone is idle, press one of the following key combinations within 3 seconds:

Buzzer on / off

Menu (R)(1) switches the ringer signalling off. The bell symbol appears in the display.

Menu (R)(2) switches the ringer signalling back on.

Silent charging on / off

Menu (R)(3) switches on your telephone for "Silent Charging".

Menu (R)(4) switches "Silent Charging" off.

User name

Menu (R)(5) allows you to change the user name.

Registering / Deregistering

Menu (R)(6) activates the registration menu (for registering / deregistering the telephone with the DECT system.

Toggles the Buzzer

Menu (R)(*) toggles the ringer on/off.

Key Lock on

Menu (R)(#) switches the key lock on

Accessories

- Battery: NiMh (Nickel-Metal Hydride) rechargable AAA battery of 800 mAh, 1.2V (Not available from Avaya)

- Avaya 3701 and 3711 Desktop Charger

Mains plug

- Avaya 3701 telephone and Avaya 3711 telephone Charger Rack
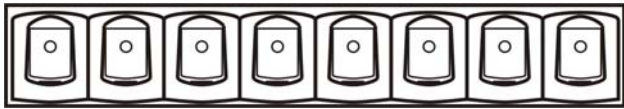
A maximum of eight telephones can be charged simultaneously. The charger rack is designed for desktop use and for wall mounting.

- Belt Clip

Belt clip and adapter for the telephone. The adapter is clipped onto the telephone.

- Headset

The headset in combination with the belt clip makes handsfree telephone usage possible.

Care and Maintenance

Your telephone is a product which meets high demands with regard to design. It should therefore be treated with care. We want this product to give you pleasure for a long time and therefore make the following suggestions.
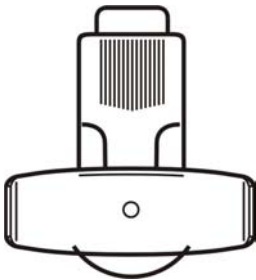
Pay attention to all safety instructions. These instructions apply to the telephone, charger, batteries (the whole telephone) as well as the accessories.

To clean the telephone, first of all disconnect the mains plug on the charger. Wipe the device using an antistatic cloth or a slightly moistened soft chamois leather and then wipe with a dry cloth.

Note: never spray the telephone with cleaning agents or solvents.

Clean the charge contacts on the telephone and the charger by means of a fluff-free cloth.

If the telephone or one of the accessory parties does not function perfectly, please contact your supplier's customer service.

Menu Tree

Key Lock

Alarm	Active		
	Set		
	Date/Time		
Ringer Settings	Melody	Internal	
		External	
		Unknown Number	
		VIP	
		Normal Message	
		Urgent Message	
		Emergency Call	
		Alarm	
	Type	Chirp	
		Full Melody	
	Device	Buzzer	
		Vibrator	
		Headset	
	Volume Settings		
Volume Settings	Earpiece		
	Hands-free		
Call Filter	Filter Options	Accept List	
		Block List	
		Filter off	
	List of numbers		
Avaya	Directory	External Dir	
		Internal Dir	
	Call Pickup		
	Send All calls	Enable	
		Cancel	
	Call forward	All	
		Busy	
		Cancel	
	Ride	Directory	External Dir
			Internal Dir
		User Input	
		Selections	Caller List
			Redial
			Telephone Book
System	IPEI		
	Subscription	<Options / New>	
		Enter PARK	
		Enter Auth.Code	
		Enter System Name	

		Enter Local Number	
		…select DECT system	<Options / New>
			<Options / Edit>
			<Options / Delete>
		Auto.Search	
Telephone Options	User Name		
	Language		
	Emergency Call	Messages	
		SOS Number	
	Voice BOX No.		
	Attention Tones	Key Click	
		Coverage Warn	
		Batteryalarm	
		Confirm tones	
		End of menu	
	Silent Charging		
	Charger Answer		
	Auto.Quick Hook		
	Auto Answer		
	Charging LED		
	Display Time		
	Disp.Contrast		
Security	Change PIN		
	Read only		
	Reset		

Avaya IP Office Shortcodes

The following are the default short codes available to all users on the Avaya IP Office. Your System Administrator may change these and/or add additional codes for other features and for speed dials.

The N where shown, should be replaced by the appropriate number. For example, with *07*N#, replace N with the extension to which you want your calls forwarded when you have forwarding switched on.

*00 Cancel All Forwarding	*32*N# Call Pick Up Extension
*01 Forward Unconditionally On	*33*N# Call Queue
*02 Forward Unconditionally Off	*34 Hold Music
*03 Forward on Busy On	*35*N# Extn Login
*04 Forward on Busy Off	*36*N# Extn Logout
*05 Forward on No Answer On	*37*N# Park Call
*06 Forward on No Answer Off	*38*N# Ride Call
*07*N# Forward to number	*39 Relay On
*08 Do Not Disturb On	*40 Relay Off
*09 Do Not Disturb Off	*41 Relay Pulse
*10*N# Do Not Disturb Exception Add	*42 Relay On
*11*N# Do Not Disturb Exception Delete	*43 Relay Off
*12*N# Follow Me Here	*44 Relay Pulse
*13*N# Follow Me Here Cancel	*45*N# Call Steel
*14*N# Follow Me To	*46 Call Steel
*15 Call Waiting On	*47 Conference Add
*16 Call Waiting Off	*48 Voicemail Ringback On
*17 Voicemail Collect	*49 Voicemail Ringback Off
*18 Voicemail On	*50 Forward Hunt Group Calls On
*19 Voicemail Off	*51 Forward Hunt Group Calls Off
*20*N# Set Hunt Group Night Service	*52 Clear Call
*21*N# Clear Hunt Group Night Service	*53*N# Call Pickup Members
*29 Toggle Calls	*57*N# Forward on busy number
*30 Call Pick Up Any	*70*N# Dial Physical Extn by Number
*31 Call Pick Up Group	*71*N# Dial Physical Extn by ID

The table shows the Shortcodes available to all users on the Avaya IP Office. However, some of these commands are available through the Avaya Menu. See Menu: Avaya. It is recommended you access these functions through the Avaya Menu.