Placing a Call & Sending Calls to Coverage

Internal Calls

1. Pick up the handset or press Speaker, if enabled
2. Dial the 5-digit extension OR use the right-arrow key to go to the Features-Page, scroll to and Select/Press Directory or Select/Press Directory if already displayed

Using the letters on the keypad, spell the individual’s last name and
   » Select/Press Next to scroll through multiple listings of the same last name
   » OR Press (1) after the last name and spell the first name

Select/Press Make Call

Note: the Phone button will exit the Directory

Local Calls

1. Pick up the handset or press Speaker, if enabled
2. ???? Dial 9 and 7-10-digit local number

Long Distance Calls (Domestic & Canada)

1. Pick up the handset or press Speaker, if enabled
2. Dial 9 + 1 + Area Code and Number
3. Enter the 6-digit Authorization Code when the Recall Dial Tone (3-beeps & Dial Tone) is heard

Long Distance Calls (International)

1. Pick up the handset or press Speaker, if enabled
2. Dial 9 + 011 + Country Code and Number
3. Enter the 6-digit Authorization Code when the Recall Dial Tone (3-beeps & Dial Tone) is heard

Send Calls to Coverage (Assistant or Voice Mail)

Idle Phone
- Your Line
  - Depress the Soft Key Send All
- Departmental or other Line
  - Depress SAC

Ringing Phone – Depress To VM
Transferring Calls

Features on an Active Line. When a line is active, the Hold, Conf, Transfer and Drop buttons display in the Softkey area.

For the instructions below where “Dial the Number...” is stated, you may instead Press either Call Log or Contacts, select a number and Press OK.

Transfer a Call (Blind/Push Transfer)

1. Press Transfer
2. Dial the number to which the call will be transferred
3. Press Complete and Hang Up
To stop the transfer, press Cancel to return to your original party
If you make a dialing error, press Clear to re-enter the number

Transfer a Call & Connect/Conference Parties

1. Press Conf
2. Dial the number to which the call will be transferred
3. Wait for the party to answer, announce call
4. Press Join Introduce Parties and Hang Up
To stop the transfer, press Cancel to return to your original party
If you make a dialing error, press Clear to re-enter the number

Transfer a Call into Voice Mail:

• For Calls Answered Through Coverage, Call Pickup, or Bridged Line
  1. Verify the caller dialed the number of the desired party
  2. Press Transfer and Enter (#89)
  3. Press Complete and Hang Up

• For Calls to Another Party Answered on Your Line
  1. Press Transfer
  2. Dial the Express Messaging number for the Voice Mail system of the desired party
     Users Express Messaging
     • Aura Messaging  7-5454
  3. Follow the prompts & Press Complete Hang Up

Conference Calls

You can have a total of 6 lines on a conference call.

Set up Conference Calls

1. Have the first participant on the line
2. Press Conf or Add as indicated on screen
3. Dial the next participant
4. Press Join
5. Continue until all parties have been added

Displaying Dropping & Muting Parties on a Conference

1. To List Parties - Press More Details
2. Scroll to the party using the Navigator buttons
3. To then Mute an Outside Party
   » - Press Silence
   » Note: The muted party may un-mute themselves by pressing (#) on their phone.
5. Press Refresh Silence to re-mute them

Conferencing Between Two Lines

1. Place the 1st line on Hold
2. Answer or connect to the 2nd line
3. Press Conf
4. Select/Depress the button of the 1st line
5. Press Join Introduce the Parties

Using the Call Log Features – Up to 100 Entries

1. Press the Call Log button to display All Calls
2. Use the arrow keys to move to Missed, Answered or Outgoing calls
3. Press Call to call a displayed number
4. Press Details to view details of the number
5. Press +Contacts to add this number to your Contacts list
6. Press More to Delete a number or Clear All to clear the log

Contacts Features – Up to 250 Entries

View Contacts Details

1. Press the Contacts button
2. Select the contact to be viewed or speak the Contact name for automatic call completion
3. Press Details to view contact information

Add a New Contact

1. Press the Contacts button
2. Press New
3. Enter the name using the dial pad
4. Press Clear to delete all text
5. Use the navigation arrows to scroll to the next field
6. Enter the telephone number (reminder: dial 9 to get an outside line)
7. Press OK
Edit a Contact
1. Press **Contacts**
2. Select the contact to be edited & Press **Edit**
3. Select the field to be edited
4. Use the dial pad and soft keys to make changes to the contact information
5. Press **OK**

Delete a Contact
1. Press **Contacts**
2. Select the contact to be deleted
3. Press **Delete** twice

Voice Dialing
1. Press **Contacts**
2. Press **Voice** if it does not have a check mark indicating that it is already active
3. Speak the name exactly as listed or say “Call” and the name. If there is more than one number for a person, you can say their name followed by “at Home,” “Mobile,” “Office,” or “Work.”
4. Once Voice Dialing is activated, you Press **Contacts** hear a tone, and say the name, going forward

Miscellaneous Telephone Operations, Options, and Information

Placing a Call on Hold and Answering Another Call
1. When a call is received, the cursor/highlight on the display moves to the line/button appearance of the incoming call. This allows you to be automatically connected to the call when you lift the receiver or press the Speaker button
2. If you are already on a call, your choices are:
   1. Hold the existing call and answer the new call
      - Press the **Ans-Hold** button
   2. End/Drop the existing call and answer the new call
      - Press the **Ans-Drop** button
   3. Send the new call to Coverage
      - Press the **To VMail** button
   4. Ignore the new call and silence the ring tone
      - Press the **Ignore** button

Abbreviated/Speed Dial Buttons
1. Abbreviated/Speed Dial (AD/SD) buttons are those which you can program to dial numbers. This provides additional automatic calling capability to the native Contacts feature of the phone.
2. Only one telephone number per button can be configured. A maximum of 16-digits (AD) and 24-digits (SD) may be entered per button
3. Programming Summary:
   - Either get a Dial Tone and dial (#80) – the # sign must be dialed or navigate to and Press **Abr Progr**
   - Use the Up/Down arrow keys to navigate to the AD/SD button to be programmed if the button is not displayed on the screen and either select it or Press **OK**
     - If using the **Abr Progr**, a prompt will appear on the Prompt/top line **Enter Number**
   - Press (9 for calls outside the system) and the number to be called as you would normally dial it
   - Re-Press the **AD/SD** button being programmed
   - Hang up/turn-off the speaker
   - Press **Phone (exit)**
4. To Place a call:
   - Press the **AD/SD** button desired
5. Abbreviated/Speed Dial buttons may be labeled with a name using the **Labeling** feature detailed below

Busy Buttons
1. Busy buttons are those which have been configured at the request of your Telephone Administrator to illuminate when the associate phone is in use. This allows you to see when someone in your office is on the phone
2. When depressed, the button calls the associated station
3. Busy buttons may be labeled with a name using the **Labeling** feature detailed below
4. A busy button’s lamp blinks at 60 Interruptions per Minute when the associated station calls you
**Labeling AD/SD & Busy Buttons**

1. The Label feature provides the ability to customize the label (13 characters Maximum regular Feature buttons and 7-9 Characters for Auxiliary buttons). To do this:
   - Press **Home/Menu**
   - Select **Options & Settings**
   - Select **Applications Settings**
   - Select **Personalize Labels**
   - Navigate to the AD/SD or Busy button to be labeled and Press it
   - Using the Touchtone Dial, enter the desired name in the **New Label** field
     - Use the **More** button to receive Soft-Key options for changing the characters to **Symbols, and Characters**:
       - Abc (Mixed Case), 123 (Numbers), abc (Lower Case), ABC (Upper Case)
   - Press **Save** when finished
   - Observe **Backup In Progress, Backup Successful** on the top line of the display indicating that your changes have been successfully backed up to the central server. Report any failures to your Telephone Administrator

**Forward an Extension**

1. Get Dial Tone on the extension to be forwarded
2. Press *2 and the extension to where the phone will be forwarded (typically interoffice only)
3. To **deactivate forwarded calls**, get Dial Tone on the line that was forwarded
4. Press #22

*Note: If your calls are not answered at the forwarded-to station or if the forwarded-to station is busy, your calls will be re-directed to your Coverage Path, e.g. to Voice Mail or to Assistant then Voice Mail.*

**Telecommuting & Mobility Features**

To obtain the following features, please contact the Customer Care Center:
- EC500 (Extension to Cellular)
- IP Softphone (Avaya Communicator)
- Personal Meet-Me Conference (6-Party Maximum)
- Remote control of EC500, Forwarding, & Send-Calls

**Extension Format and Inter-office Dialing:**

- You must dial 5-digits when calling extensions
- Direct Dial Numbers are:

**DIRECT DIAL**

- 701-231-xxxx 1-xxxx / NDSU
- 701-662-xxxx 2-14xx – 2-16xx / LRSC
- 701-293-xxxx 2-41xx / Fargo Med. Ed.
- 701-228-xxxx 2-54xx, 2-56xx / Dakota Coll. Bottineau
- 701-671-xxxx 3-2xxx, 3-3xxx, 3-49xx / NDSCS
- 701-788-xxxx 3-46xx - 3-48xx, 3-52xx / Mayville
- 701-221-xxxx 3-6100 – CTS – Bismarck
- 701-732-xxxx 3-65xx, 3-67xx – 3-69xx / CTS Grand Forks
- 701-239-xxxx 3-66xx – CTS - Fargo
- 701-845-xxxx 3-7xxx / VCSU
- 701-777-xxxx 7-xxxx / UND
- 701-328-xxxx 8-xxxx / State Offices with 701-328 nos.

**Signals & Display Information:**

**Rings**
- one-short ring a call from another extension
- one-short tone an intercom call
- two-short rings a call from outside the system
- three-short rings a priority call

**Display Information (Partial Summary)**

- d Called party did not answer & Coverage sent the call to you
- f The call is being forwarded to you
- s Called party has Send-Calls active & Coverage sent the call to you
- rt The ringing call is a previously parked call that is returning

**Set ID and Call Log Display**

The top of the display provides the Set ID (63375 shown) and the number of new calls recorded in the log (1-call shown) in the left corner

**Important Phone Numbers**

**Telephone Help – 701-777-4111**