

## ***SPEED DIALS***

Allows you to program up to 104 names and numbers that you call frequently.

To Program:

- Select **SpDial** soft key
- Select **Add**
- Enter Name: \_\_\_\_\_
- Select **Number**
- Enter Number: (Extn or 9 + number)
- Select **Save**
- Select **Done**

To Use:

- Select **SpDial**
- Scroll and select Name key, you want to dial

## ***NOTES***



# Telephone Quick Reference Guide

**AVAYA S8700**

**2410 & 2420 sets**

## PRESET FEATURE BUTTONS


-  Speaker
-  Mute Handset or Headset
-  HOLD
-  REDIAL
-  TRANSFER
-  CONFERENCE—up to 6

## VOLUME KEYS

Volume Keys will adjust the Ringer, Handset, Speaker and/or Headset:




## CONTROL BUTTONS & SOFTKEYS

-  to scroll to Next or Previous page
- **Exit**—to exit Soft Keys & Return to Main Screen
- **Soft Keys**—located around the screen display and allow you to access the features currently displayed
- **Messages**—speed dials the CallXpress voicemail system

## RING PATTERN

Allows you to pre-select the unique ring pattern for your phone.

- Select OPTION soft key
- Select Ring Pattern
-  to scroll through 8 patterns
- Select **Save** then Select **Done**

## PLACING AN OUTSIDE CALL

To make an outgoing call:

- Dial 9 + Outside Number

## HOLD

While on a call:

- Press **HOLD**, 

To Retrieve Call:

- Press the **Line** Key, where call is holding

## AUTO HOLD

Allows you to go between lines, without pressing **HOLD**.

While on a call:


- Press, ringing, Call Appearance Key
- Previous caller goes on AUTO HOLD

To Retrieve Previous Caller:

- Press the Call Appearance Key, where call is holding

## TRANSFER

To transfer a call, during call:

- Press **TRANSFER**, 
- Dial **Extn**
- Announce call (optional)
- Hang up



To Return to the Original Caller:

- Press the Call Appearance Key where Original caller is waiting

## CONFERENCE (up to 6)

Allows you to create up to 6-way conference call.

During a Call:

- Press, **CONFERENCE**, 
- Dial Extn or 9 + Number
- Announce the Call
- Press **CONFERENCE**,  ,To join calls

NOTE: Repeat to add additional parties.

To DROP the last party:

- Press the appropriate Call Appearance Key
- Press **DROP**

## SEND ALL CALLS

Sends your calls immediately to a call coverage destination

To SEND your calls:

- Press **SendAllCalls** or \*62

To Cancel Send All Calls:

- Press **SendAllCalls** or #62

NOTE: In most cases, the “coverage destination” is voicemail

## DIRECT PICKUP


Allows you to Pick-Up a call from any telephone:

- Get Dial Tone
- Scroll & select **Dir Pickup** Soft Key or dial \*13
- Enter the Extn that is ringing

## CALL FORWARD

Temporarily *redirects* your calls to another extension.

To Forward your calls:

- Scroll & select **CFrwd**  
Or Get dial tone & enter \*72
- Dial Extn where calls should go
- Wait for confirmation tone
- Press  speaker

To Cancel Call Forwarding:

- Scroll & select **CFrwd** Soft Key  
Or Get dial tone & enter #72

## REDIAL LAST NUMBER

Allows you to automatically redial Last Number.

To use:

- Press 