

Abbreviated Dial (AD) / System Dial (SD)

Abbreviated dial (AD)/System dial (SD) buttons provide one-button dialing of commonly called numbers or features. You can press a single button to dial a number.

1. From the Phone screen, scroll right to access the Features menu.
2. Press ABR-PROGRAM button or dial _____
3. Press AD/SD button.
4. Dial number to be stored (up to 24 digits) then press *#.
5. Repeat steps 3-5
6. Hang up when finished (see Personalized Label to label entry)
7. To Call – Press button where number is stored

The SBM24 Button Module

The SBM24 Button Module extends the number of call appearances and feature buttons on your telephone. It provides 24 additional lines for incoming calls, outgoing calls, and calling features.

Options & Settings

Call Settings

- Phone screen on calling – Telephone will automatically return to Main Phone Screen when a telephone call is made.
- Phone screen on ringing - Telephone will automatically return to Main Phone Screen when a telephone call is received.
- Display call timers – Turn off or on
- Redial (List/tone number) – List will list the last 3 numbers dialed.
- Visual ring – The red light in the upper right hand corner of the display will flash when an incoming call is received if this is set to yes.

Application Settings

- Log – Turn Call Log On or Off
- Log bridged calls – Turn Logging Bridged Calls On or Off
- Personalized labels – Can change the labels on the buttons
- Restore default labels – Will restore all the labels that were on the telephone originally.

Screen & Sound Options

- Brightness – Controls the Brightness of the screen
- Contrast – Controls the Contrast of the screen
- Personal ring – Choice of 8 different ring patterns.
- Button clicks – Choice of turning Button Clicks On or Off
- Error tones – Choice of turning Error Tones On or Off

Getting Your Messages

Use the Message button to connect directly to your voicemail system.

A red light on the upper right-hand corner of your telephone indicates when you have messages waiting.

About Contacts

You can save up to 250 names and telephone numbers.

Sending an incoming call directly to voicemail

Press To Vmail to send an incoming call directly to voicemail without answering.

Ignoring an incoming call

Press Ignore to turn off the ringer for an incoming call.
Press Ignore to stop the ringer for an incoming call.

Clearing a number

Press Clear to erase all dialed digits and enter a new number.

Calling a person from the Contacts list

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

Muting a Call

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

1. Press **Mute** during a call so that the other person cannot hear you.
2. Press **Mute** again to unmute the call.

Bridged Calls

Answering a call on a bridged line

1. Select the bridged call that you want to answer.

Note: The ringing line will be selected automatically if there are no other active calls. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).

2. Press **Answer**.

Note: Answering a call on a bridged line is basically the same as a call on a primary line. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

Making an outgoing call on a bridged line

1. Select the bridged line you want to use.
2. Press **OK** to get a dial tone.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.

Transfer to Voice Mail

1. Press **Transfer** button.
2. Press **Xfer** to VM softkey and wait for system to answer.
3. Press right navigational arrow then select **Area Code**.
4. Enter the last 7 digits of the extension.
5. Press **PHONE** button to return to home page.
6. Press **Complete**.

Personalizing Button Labels

Your Button Module has labels preset by your administrator. You can change these labels to make them clearer or more useful to you.

Personalizing a button label

1. Press **Avaya Menu**.
2. Press **Details** or **OK**.
3. Scroll to **Application Settings** and press **Details** or **OK**.
4. Select **Personalize Labels...** and press **Change** or **OK**.
5. With the Phone screen displayed, use the telephone list of call appearances and features to change a label. To change a call appearance label, scroll down through the telephone labels to the Button Module label you want to edit. To change a feature button or abbreviated dial label, first press the right navigation arrow to see the feature list. Then scroll to the feature label you want to edit.
6. Press **Edit**.
7. Edit the label.
 - a. To change between uppercase and lowercase letters, or to enter numbers, press **More** and then **Abc**. Continue to press the **Abc** button until you see the case you want or the number option (**Abc/123/abc/ABC**).
 - b. Press the dialpad key that corresponds to the letter you want to enter. Press the key until you see the letter you want. If the next character is on the same dialpad key, pause briefly before selecting it.
 - c. To enter symbols not on the dialpad, press **More > Symbols**.
 - d. Select **Bksp** to delete the previous character. To delete a character, use the left and right navigation arrows to place your cursor after the character you want to remove. Press **Bksp** to remove that character.
8. Press **Save**.

Send all calls

When Send All Calls (SAC) is on, your incoming calls go directly to a predefined coverage number, typically your voicemail.

1. From the Phone screen, scroll right to access the Features menu.
2. Select **SendAllCalls**.
3. Press **OK** to turn Send All Calls on or off.

Call Pickup

Use the Call Pickup feature to allow users to answer calls for one another. The Call Pickup feature requires that users be members of the same pickup group. To answer a ringing call:

1. From the Phone screen, scroll right to access the Features menu.
2. Get dial tone (lift the handset, press **Speaker** or press **Headset**)
3. Select **Call Pickup**.
4. Press **OK**.

Call Park

Use the Call Park feature to retrieve a call that is on hold from any other telephone within the system. For example, a user can answer a call at one extension, put the call on hold, and then retrieve the call at another extension.

1. From the Phone screen, scroll right to access the Features menu.
2. Select **Call Park**. The call is parked.

To Retrieve:

1. From the Phone screen, scroll right to access the Features menu.
2. Select **Park Retrieve** or dial ***001**.
3. Enter the extension number where the call was parked.

Call Forwarding

The Call Forward feature allows you to set a number to which your calls will be forwarded.

1. From the Phone screen, scroll right to access the Features menu.
2. Select **CFrwd**.
3. Press **OK** to turn call forwarding on or to turn it off if it is already on. **Note:** When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.
4. Enter the number you want to forward your calls to. **Note:** After you enter the forwarding number or turn it off, you hear a confirmation tone.

Calling a person from the directory

1. From the Phone screen, scroll right to access the Features menu.
2. Select **Directory**.
3. Press **OK**.
4. Use the dialpad keys to start spelling the last name of the person you want to call. **Note:** Press each dialpad key one time for each corresponding letter. For example, for "Hill," press 4, 4, 5, 5.
5. Select **Next** to view the next name alphabetically in the directory, if necessary.
6. Press **OK**, or enter the next letter.
7. Select **Make Call** when you see the name you want.
8. Press **OK** to dial the call.

Busy Indicator

Used to visually monitor stations being used. Can also be used as a speed dial to that particular station.

Dial Intercom

Users in an intercom group use this button to call anyone else in the same group.

1. Lift the handset
2. Press the Dial Intercom button
3. Dial a 2 digit code for the extension