



# **Avaya 1603/1603SW/1603-I/1603SW-I IP Deskphone User Guide**

16-601444  
Issue 4  
February 2010

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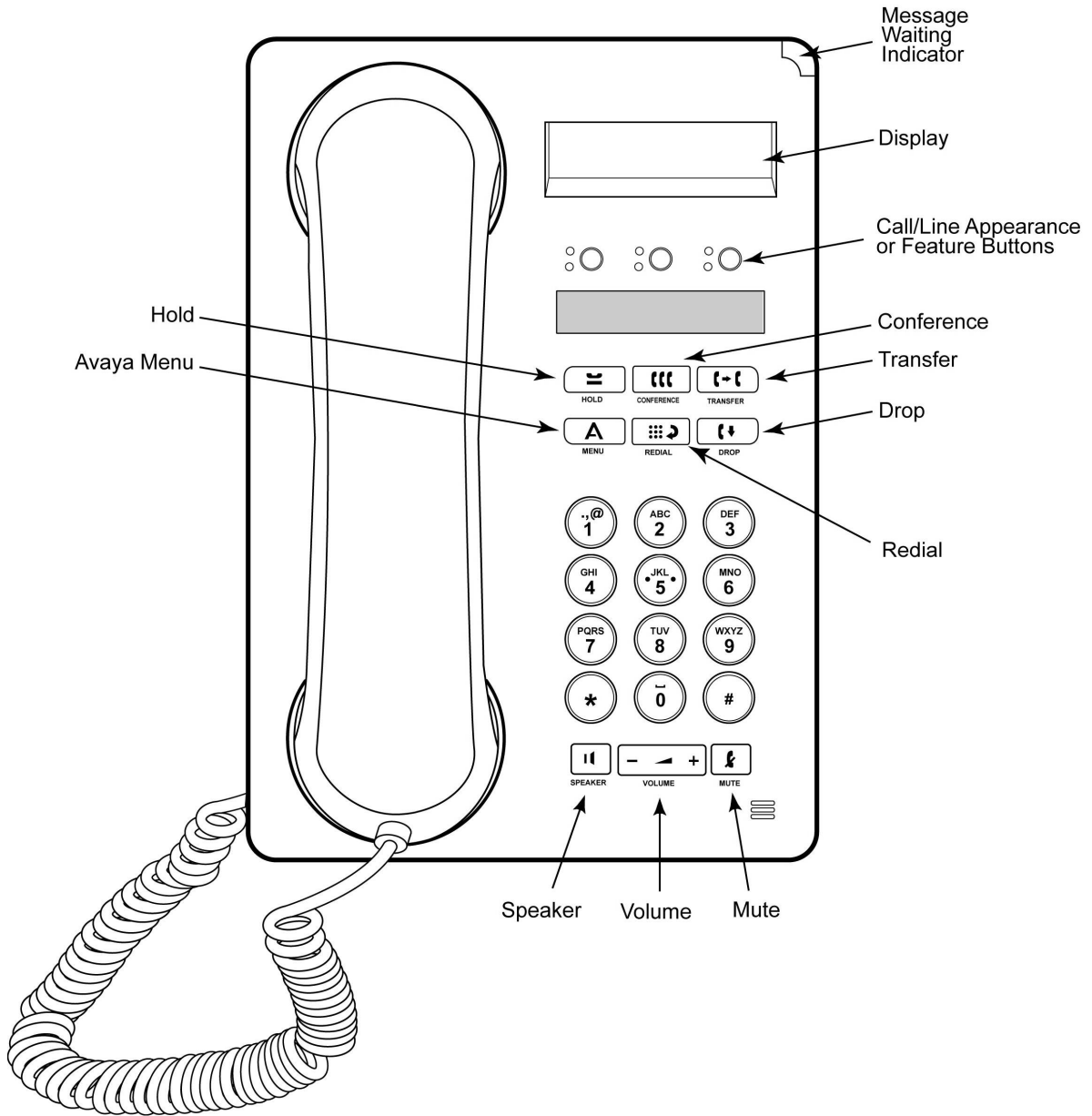
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# Chapter 1: Introduction to the 1603/1603SW/ 1603-I/1603SW-I IP Telephone

The 1603/1603SW/1603-I/1603SW-I telephone is a multiline IP telephone for use with Avaya Communication Manager or Avaya Distributed Office call processing systems. The 1603/1603SW/1603-I/1603SW-I IP telephone puts convenient features and capabilities at your fingertips, including a Conference, Transfer, Hold, and Redial button and a menu of options and settings to customize your phone.

Not all features described in this user guide may be available on your telephone. If you find that a feature is not available, contact your system administrator.

## Overview of phone buttons and features



Name	Description
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.

Name	Description
Phone Display	There are two lines in the phone display. The phone display presents calling or called party identification, user options, and other information relevant to using the phone.
Avaya Menu	Press the <b>A</b> button to access the Avaya menu. Press the <b>A</b> button twice to exit the Avaya menu. The Avaya menu provides options that allow you to customize phone settings, select the display language, view network information, and log out.
Redial	Press the <b>Redial</b> button to dial the last number you dialed.
Hold	Press the <b>Hold</b> button to put the active call on hold.
Conference	Press the <b>Conference</b> button to add another party to an existing call.
Transfer	Press the <b>Transfer</b> button to transfer a call to another number.
Drop	Press the <b>Drop</b> button to drop the active call. While on a conference call, press the <b>Drop</b> button to drop the last person added to the conference call.
Volume	Press <b>+</b> or <b>-</b> on the <b>Volume</b> button while active on the handset or speaker to adjust the volume. To adjust the volume of the ringer, press <b>+</b> or <b>-</b> on the <b>Volume</b> button while the handset and speaker are inactive.
Mute	Press the <b>Mute</b> button to mute a call in progress. To take a call off mute, press <b>Mute</b> again.
Speaker	Press the <b>Speaker</b> button to use the speakerphone. .
Feature Buttons and Call/Line Appearance Buttons	There are 3 buttons that can be programmed by the system administrator as either call/line appearance buttons or feature buttons. Press a call/line appearance button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. Typically, two buttons are administered as call/line appearance buttons and one button is administered as a feature button. The feature button provides access to an Avaya call management system feature that has been administered for your extension. The green LED next to the feature button indicates if the feature is currently on or off. If the light is on, the feature is on. For more information about the feature buttons, see <a href="#">Advanced telephone features</a> on page 25.

---

## LEDs

Each call/line appearance button and feature button has two LEDs, one green and one red, to indicate the status of the call/line appearance or feature. The status is identified by whether the LED is on, off, or blinking as described in the following tables.

**Table 1: Call/Line Appearance Button LEDs**

LED	Description
Steady green	Call/line appearance is active.
Slow blinking green	Call/line appearance is ringing.
Fast blinking green	Call/line appearance is on hold.
Very fast blinking green	Conference or Transfer is pending.
Steady red	Call/line appearance is selected and will be used when you go off-hook. It remains steady red while you use the call/line appearance.
Off	Call/line appearance is available.

**Table 2: Feature Button LEDs**

LED	Description
Steady green	Feature is active.
Blinking green	Feature is pending (request is being processed and not immediately available).
Off	Feature is not active.

 **Note:**

Depending on your call processing system, the feature button LEDs for some features may operate differently.

---

## Icons in the telephone display

Icons are provided in the phone display to indicate the state of a call and navigation choices. The icons that appear in the phone display are described in the following table.



Icon	Description
⇒	Call forward, Send All Calls, or EC500 is active. (These features are available if they have been administered for your telephone.)
🔔	Incoming call is ringing.
☎	Call is active.
⏸	Call is on hold.
☎	Call is on soft hold (when using Conference or Transfer feature).
🗣	Conference is active.
⏸	Conference is on hold.

---

## Paper labels

Next to each call/line appearance button and feature button is a paper label. The label identifies the call/line appearance number or the feature that has been programmed on the button by your system administrator. You can remove the labels if you want to change a label or write on a blank one. Printed labels are also available for your telephone. See your system administrator for more information.



# Chapter 2: Logging in to and out of your telephone

Logging in and out maintains your personal options if you share a telephone with other users, or if you want to use the same extension from another phone. Logging out also prevents unauthorized use of your telephone during an absence.

---

## Logging in to your telephone

Log in from the initial screen that prompts you for your extension.

- 
1. Enter your extension.
  2. Press # to select OK.
  3. Enter your password.
  4. Press # to select OK.
- 

---

## Logging out of your telephone

- 
1. Press the A button.
  2. Press # to scroll to Log Out.

 **Note:**

Log Out is not available if you are on a call.

3. Press \* to select Log Out.
  4. Press \* again to confirm.
-

## Logging in to and out of your telephone

# Chapter 3: Making calls

Use the procedures in this chapter to make calls from your telephone.

---

## Making a call

If you are not on a call, simply dial the number you want to call.

- 
1. Lift the handset, press the **Speaker** button, or press an available call/ line appearance button.
  2. Dial the number you want to call.
- 

---

## Redialing a number

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Press the **Redial** button to call the last number dialed.

---

## Making calls

# Chapter 4: Handling calls

Use the procedures in this chapter to handle calls from your telephone. This includes procedures such as answering a call, muting a call, and transferring a call.

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## Answering a call

When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

1. If you are not on another call, do one of the following:
  - Lift the handset.
  - Press the call/line appearance button whose green LED flashes for the incoming call.
  - Press the **Speaker** button to answer using the speakerphone.
2. If you are on another call, press the call/line appearance button whose green LED flashes for the incoming call.

 **Note:**

If the Auto Hold (Communication Manager) feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

---

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

---

## Putting a call on hold

- 
1. Press the **Hold** button to put your active call on hold.  
The fast blinking green LED next to the call/line appearance button indicates the call is on hold. If the active call is on a line appearance on an Avaya Distributed Office system, the red LED will also be on.
  2. To resume the call, press the call/line appearance button for the call on hold.
- 

---

## Transferring a call

- 
1. If the call you want to transfer is not your active call, press the call/line appearance button for the call you want to transfer.
  2. Press the **Transfer** button.  
The very fast blinking green LED next to the call/line appearance button indicates the call is being transferred. If the active call is on a line appearance on an Avaya Distributed Office system, the red LED will also be on.
  3. Dial the telephone number.

 **Note:**

To transfer the call to a call that is on hold, press the call/line appearance button for the call that is on hold.

4. Press the **Transfer** button again or hang up to complete the transfer.
-



# Chapter 5: Conference calls

You can use conference calls to speak with up to three people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

---

## Making a conference call

1. While active on a call, press the **Conference** button.  
The very fast blinking green LED next to the call/line appearance button indicates the call is being conferenced. If the active call is on a line appearance on an Avaya Distributed Office system, the red LED will also be on.
2. Dial the telephone number.
3. Press the **Conference** button to add the person to the existing call.

---

## Adding a person on hold to a conference call

1. While active on a call, press the **Conference** button.  
You hear a dial tone.
2. Press the call/line appearance button of the call on hold.
3. Press the **Conference** button again to add the person to the conference call.

---

## Putting a conference call on hold

When you put a conference call on hold, the other parties can still talk to each other.

- 
1. Press the **Hold** button during a conference call.  
The blinking green LED next to the call/line appearance button indicates the conference is on hold.
  2. Press the call/line appearance button to resume the conference call.
- 

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## Dropping the last person added from a conference call

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While active on a conference call, press the **Drop** button.

---

# Chapter 6: Getting your messages

The red light on the upper right-hand corner of your telephone is illuminated when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

---

## Logging into your voice mail

- 
1. To log in to your voice mail, follow the instructions provided by your system administrator.
  2. Follow the voice prompts from your voice mail system.
-

## Getting your messages

# Chapter 7: Bridged call appearances

Your phone may show one or more bridged call appearances on the display screen in addition to your own call appearances. A bridged call appearance typically belongs to someone else, but bridging allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your telephone. You can also make outgoing calls on a bridged call appearance when it is not in use.

---

## Answering a call on a bridged call appearance

---

To answer a call on a bridged call appearance, press the call/line appearance button associated with the bridged call appearance.



**Note:**

The ringing bridged call appearance may be selected automatically if there are no other active calls. If the ringing appearance is displayed, you can answer by picking up the handset or by pressing the **Speaker** button. If you are on another call when a call comes in to a bridged call appearance, you may have to select the ringing call appearance button (just like for an incoming call to a primary line).

---

---

## Joining a call on a bridged call appearance

---

To join an existing call on a bridged call appearance, press the call/line appearance button associated with the bridged call appearance.

---

---

## Making an outgoing call on a bridged call appearance

When you make a call on a bridged call appearance, you are using another person's call appearance. The caller ID may show the call as coming from you or coming from the person

## Bridged call appearances

whose call appearance you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

- 
1. Press the call/line appearance button associated with the bridged call appearance.
  2. Dial the telephone number.
-

# Chapter 8: Shared line appearances

If your call processing system is an Avaya Distributed Office system and depending on how it is configured, your phone may show shared line appearances on the display screen in addition to your own lines. A shared line appearance is a line that is shared among multiple users. You can answer a call, join a call in progress, and make an outgoing call on a shared line appearance. The procedures to answer, join, and make a call on a shared line appearance are similar as those for a bridged appearance. But instead of using another person's line, you are using a shared line.

---

## Answering a call on a shared line appearance

---

To answer a call on a shared line appearance, press the call/line appearance button associated with the shared line appearance.



**Note:**

The ringing shared line appearance may be selected automatically if there are no other active calls. If the ringing appearance is displayed, you can answer by picking up the handset or by pressing the **Speaker** button. If you are on another call when a call comes in to a shared line appearance, you may have to select the ringing appearance button (just like for an incoming call to a primary line).

---

---

## Joining a call on a shared line appearance

---

To join an existing call on a shared line appearance, press the call/line appearance button associated with the shared line appearance.

---

---

## Making an outgoing call on a shared line appearance

If you have any questions about how the name or extension displays to the person you are calling when you make a call on a shared line appearance, contact your system administrator. You can make only outside calls on shared line appearances.

- 
1. Press the call/line appearance button associated with the shared line appearance.
  2. Dial the telephone number.
-



# Chapter 9: Advanced telephone features

Avaya call management systems provide many advanced telephone features such as Call Forwarding, Send All Calls, Abbreviated Dial buttons, and Extension to Cellular. One of these features can be assigned by your system administrator to the feature button on your telephone.

The feature button label identifies the feature that has been assigned for your telephone. For more information about the feature administered for your telephone, and for other features that are available for your extension, contact your system administrator.



# Chapter 10: Avaya Menu

You can use the Avaya Menu to adjust and customize phone settings, select the display language, view network settings, and log out. To access the Avaya Menu, press the **A** button. To exit the Avaya Menu, press the **A** button twice.

The Avaya Menu has five sub-menus:

<b>Screen</b>	Lets you adjust the display brightness and contrast and turn visual alerting on and off.
<b>Sounds</b>	Lets you select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
<b>Advanced</b>	Lets you select the display language; set automatic gain control on the handset and speaker; or initiate a manual backup/restore if you have a backup/restore file server. See your system administrator for more information.
<b>Network Information</b>	Shows a summary of network-related parameters for your phone, such as IP parameters and Quality of Service.
<b>Log Out</b>	Lets you log out of your telephone to prevent unauthorized use during your absence.

 **Note:**

The sub-menus that appear depend on how your extension was administered. Some sub-menus may not be available.

---

## Adjusting the brightness or contrast of the display

- 
1. Press the **A** button.
  2. Press **#** to continue.
  3. Press **\*** to select Screen.
  4. Press **#** to scroll to Bright or Contrast.
  5. Press **-** or **+** on the volume button to adjust the brightness or contrast.
-

---

## Changing the ring pattern

- 
1. Press the **A** button.
  2. Press **#** to scroll to Sounds.
  3. Press **\*** to select Sounds.
  4. Press **-** or **+** on the volume button to select a ring type.  
You hear each ring type when you select them.
- 

---

## Turning button click sounds on and off

- 
1. Press the **A** button.
  2. Press **#** to scroll to Sounds.
  3. Press **\*** to select Sounds.
  4. Press **#** to select Next.
  5. Press **-** or **+** on the volume button to turn button click sounds on and off.
- 

---

## Turning error tones on or off

- 
1. Press the **A** button.
  2. Press **#** to scroll to Sounds.
  3. Press **\*** to select Sounds.
  4. Press **#** to scroll to Error Tones.
  5. Press **-** or **+** on the volume button to turn error tones on or off.
-

---

## Turning visual alerting on or off

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

- 
1. Press the **A** button.
  2. Press **#** to continue.
  3. Press **\*** to select Screen.
  4. Press **#** to scroll to Visual Alert.
  5. Press **-** or **+** on the volume button to turn visual alerting on or off.
- 

---

## Setting automatic gain control

Automatic gain control helps to maintain a constant audio level by automatically increasing or decreasing the gain depending upon the signal level. For high level signals, the gain is reduced and for low level signals, the gain is increased.

- 
1. Press the **A** button.
  2. Press **#** to scroll to Advanced.
  3. Press **\*** to select Advanced.
  4. Press **#** to select AGCHandset or AGCSpeaker.
  5. Press **-** or **+** on the volume button to turn automatic gain control on or off.
- 

---

## Changing the language

- 
1. Press the **A** button.
  2. Press **#** to scroll to Advanced.
  3. Press **\*** to select Advanced.

4. Press # to scroll to Language.
5. Press \* to select Language.
6. Press # to scroll to the desired language.

 **Note:**

Other languages may be available. Contact your system administrator.

7. Press \* to save your selection.
  8. Press + to confirm or - to cancel.
- 

---

## Viewing network information

- 
1. Press the A button.
  2. Press # to scroll to Network Info.
  3. Press \* to select Network Info.
  4. Press # to scroll to Audio Info, IP Info, QOS, Interfaces, or Miscellaneous.
  5. Press \* to view information for the item you selected.
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