



IP Office D100 SIP Wireless Terminal User Guide

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Contents

| | |
|---|-----------|
| Chapter 1: Avaya D100 overview | 7 |
| Phone functionality | 7 |
| Capacity and performance | 8 |
| Chapter 2: D160 handset overview | 9 |
| D160 handset | 9 |
| Charge unit | 10 |
| Headset | 11 |
| Display properties | 11 |
| Chapter 3: Setup | 15 |
| Powering the handset | 15 |
| Logging in and out | 15 |
| User login | 15 |
| User logout | 16 |
| Chapter 4: Configuration | 17 |
| Configuration overview | 17 |
| Changing the ring tone | 17 |
| User settings | 18 |
| Administrator settings | 21 |
| Network | 22 |
| Phone information | 22 |
| Logout | 23 |
| Chapter 5: Call operation | 25 |
| Call operation overview | 25 |
| Emergency calls | 25 |
| Making calls | 26 |
| Receiving calls | 26 |
| Holding calls | 27 |
| Handling multiple calls | 27 |
| Transferring calls | 28 |
| Speed dialing | 30 |
| Hot desking | 30 |
| Conference calls | 30 |
| Operating calls on the charger | 31 |
| Dialing the previous call | 31 |
| Voicemail | 32 |
| Chapter 6: Miscellaneous options | 33 |
| Mute | 33 |
| Time display | 33 |
| Handsfree | 33 |
| Speaker volume | 34 |
| Ringer volume | 34 |
| Chapter 7: Call logs | 35 |
| Viewing the call log | 35 |
| Making a call from the call log | 36 |

| | |
|--|-----------|
| Saving a contact from the call log..... | 36 |
| Deleting call logs..... | 37 |
| Chapter 8: Directory..... | 39 |
| Contact list..... | 39 |
| Making a call from the directory..... | 40 |
| Adding contacts..... | 40 |
| Deleting contacts..... | 41 |
| Editing a contact..... | 41 |
| Searching the directory..... | 42 |
| Chapter 9: Features..... | 43 |
| Button programming..... | 46 |
| Configuring speed dials..... | 47 |
| Using function keys..... | 48 |
| Busy Lamp Field (BLF)..... | 49 |
| Avaya one-X® Portal feature support..... | 49 |
| Index..... | 51 |

Chapter 1: Avaya D100 overview

This document describes the features and settings available on your Avaya D100 SIP Wireless Terminal.

The D160 handset is feature-rich with telephony, voicemail, button programming, and conference functionality. The D160 delivers high-quality wireless voice communications to employees who roam within a building or campus. It is suitable for users dependent on being reachable and/or having a need for mobile voice and messaging features. The handsets offer multiple soft keys, an integrated speakerphone, headset support, and advanced audio-quality technology for crystal-clear conversations.

Each handset registers to a base station that can support up to eight handsets. The base station has a cell radius of up to 350 feet (100 metres) indoors that you can extend using a repeater, which has an equivalent cell radius.

The following sections contain information on D100 phone functionality, feature support, and capacity and performance.

Phone functionality

The following table summarizes the phone functions available on the D100.

| Category | Support |
|-----------|---|
| Telephony | <ul style="list-style-type: none">• Account Code Entry• Automatic Callback• Automatic Intercom - Dial voice call• After Call Work• Button Programming• Call Forward• Call Log• Call Pickup Any• Call Park• Call Record• Conference• Conference Meet Me• Follow Me Here/To• Forward All• Group Page• Group Pickup• Hot Desking• Make and drop call• Mute• Private Call• Relay On/Pulse• Redial• Remote Park• Retrieve Call• Speed Dial |

| Category | Support |
|----------|--|
| | <ul style="list-style-type: none"> • Directed Call Pickup • Do Not Disturb • Emergency call • Extension Login/Logout • Stamp Log • Transfer • Twinning • Voicemail |
| Language | <ul style="list-style-type: none"> • English • French • Italian • German • Spanish |

Capacity and performance

Capacity and performance specifications for the D100 appear below.

Handset capacity and performance

| Item | Value |
|---|-----------|
| Maximum simultaneous calls per handset | 5 calls |
| Average talk time (with new battery) | 16 hours |
| Average standby time (with new battery) | 168 hours |

Chapter 2: D160 handset overview

D160 handset



| No. | Label | Description |
|-----|------------------------|--|
| 1 | Up/Down keys | Control the speaker and ringer volume. Also allows correction of name and number entry when programming a speed dial button. |
| 2 | Mute key | Mute the handset microphone. |
| 3 | Soft keys (S1–S4) | Activate the option listed directly above it on the display. The handset contains four soft keys. |
| 4 | Off-Hook/Handsfree key | Answer a call or enter handsfree mode. |
| 5 | On-Hook key | End a call or exit a menu. |

| No. | Label | Description |
|-----|-----------------------|--|
| 6 | Dialpad | Use the dialpad to make calls, to enter contact phone numbers and names, and to navigate through contacts and call logs. |
| 7 | Function keys (F1–F8) | Use the appropriate function key to activate the feature assigned to that key. There are eight configurable function keys. |

For more information, see the following:

- [Capacity and performance](#) on page 8
- [Powering the handset](#) on page 15

Charge unit

The following image shows the charge unit from three different angles. Note that you can leave the handset in the charge unit when it is not in use.



| No. | Label | Description |
|-----|---------------------------|--|
| 1 | Rechargeable battery slot | To recharge a spare D100 battery. |
| 2 | Cradle | To hold the handset upright while it charges. |
| 3 | Blue handset LED | To indicate when the handset is placed in the charge unit. |
| 4 | Blue battery LED | To indicate when the battery slot is in use. |

| No. | Label | Description |
|-----|------------------|---|
| 5 | Battery slot tab | To lock the rechargeable battery in place. Press down on this tab to unlock and remove the battery. |

Headset

To use a headset, plug the headset into the headset jack during the talk or handsfree modes. While using a headset, you can switch between the talk mode and the handsfree mode, but the headset mode remains active until you unplug the headset.

Display properties


The following sections describe the display properties for the handset LCD as well as the base station, charger, and repeater LEDs.






Handset LCD



The handset LCD consists of three rows. The top row consists of six icons while the remaining two rows consist of 24 alphanumeric characters.

The following tables describe the icons and soft key options visible on the handset LCD.

| Status icon | Description |
|---|--|
|  | The handset talk mode icon. This icon is on during an active call and flashes when a call is on hold. |

| Status icon | Description |
|---|---|
|  | <p>The battery status icon. The number of bars visible on the icon indicates the power level of the battery.</p> <p>When the handset is on the charger, the battery status icon cycles through each icon level from Low to Full until the phone is fully charged.</p> <ul style="list-style-type: none"> • Battery Full = Three bars indicate that the remaining capacity is between 70 and 100%. • Battery Level 2 = Two bars indicate that the remaining capacity is between 40 and 70%. • Battery Level 1 = One bar indicates that the remaining capacity is between 15 and 40%. • Battery Low = Zero bars indicate that the remaining capacity is between 5 and 15%. The icon flashes intermittently. • “Change Battery” Message = The phone is not functional. The remaining capacity is between 0 and 5%. |
|  | <p>The mute icon. Indicates that the ringer is set to Off. In the Vibrate mode, the mute icon is not visible.</p> |
|  | <p>The mail icon. Indicates a new voicemail message.</p> |
|  | <p>The speaker icon. Indicates that the phone is in the handsfree mode.</p> |
|  | <p>The mute icon. Indicates that the microphone is muted.</p> |

| Soft key | Description |
|---------------|---|
| Featur | To access the Feature mode. |
| Msgs | To access the Voicemail feature. |
| Redial | To call the most recently called number. |
| More.. | To access more soft key item lists (see below). |
| CLog | To access the Call Log page. |
| Dir | To display the system and local phone directories. |
| Time | To display the current time, accessed using the More.. soft key. |

| Soft key | Description |
|---------------|--|
| Config | To access the configuration menus, such as “User Settings”. See Configuration overview on page 17 for more information. Use the More.. soft key to access the Config option. |
| 123 | To switch to numeric input mode, accessed using the More.. soft key. |
| abc | To switch to alphabetic input mode (the default), accessed using the More.. soft key. |

Chapter 3: Setup

Powering the handset

Insert the D160 battery into the handset to begin handset operation.

- Use only the D160-compatible battery.
- Fully charge the battery before use.
- When the battery no longer holds a charge, dispose of the battery responsibly.

Logging in and out

Only one user can log into a handset at any given time. Use the following methods for logging in to and out of the handset.

Related topics:

[User login](#) on page 15

[User logout](#) on page 16

User login

Before you begin

You must be logged out before you can log in. When no users are logged in, the handset display reads **Login | Config**.

Note that you can press the **On-Hook** key at any time to exit the menu and cancel the login attempt.

Procedure

1. Press the **Login** soft key.
2. At the prompt, enter the extension number provided by your administrator for that device and press the **OK** soft key. Use the **Del** soft key to make corrections. Press **Cancel** to return to the Idle state.

If you do not enter a number within 30 seconds, the handset returns to the Idle state.

3. The handset then prompts you to enter the password provided by your administrator for that extension number. Use the >> soft key to move the cursor to the right, or wait two seconds for the cursor to progress automatically. Note that the password length is limited to seven characters.
If you enter an invalid extension or password, the display reads **Login Failed** for three seconds and then the handset returns to the logged-out state.

Once authorized, the handset returns to an Idle state, but with the user logged in. The handset is now ready for use.

User logout

Use the following procedure to log a user out of IP Office using the D160 handset.

Before you begin

You must be logged in before you can log out. Note that you can press the **On-Hook** key at any time to exit the menu and cancel the logout attempt.

Procedure

1. In the Idle state, press the **Config** soft key to access the configuration menu list.
2. Use the **Next** or **Prev** soft keys to scroll the menu list to **Logout** and select it. The display shows a confirmation message that reads **Logout?**
3. Press the **Back** soft key to cancel the logout. Press **OK** to proceed.
4. If you selected **OK**, the handset prompts you to enter the password for that extension.
If you enter an invalid password, the display reads **Logout Failed** for three seconds and then the handset returns to the logged-in, Idle state.

If you enter a valid password, logout completes and the display reads **Login | Config**.

Chapter 4: Configuration

Configuration overview

Access the configuration menu by pressing the **Config** soft key. You can navigate the menu lists using the **More..** soft key in conjunction with the **Next**, **Prev**, **Back**, and **Select** soft keys.

The first line on the display indicates the status of the current configuration. The second line displays the soft key options.

Note that some menu items require a password in order to gain access. Depending on the menu option, you will require either the DECT PIN ID, the administrator password, or the login/logout password.

If you fail to operate a menu prior to the menu auto timeout, you automatically exit the menu mode.

Related topics:

[Changing the ring tone](#) on page 17

[User settings](#) on page 18

[Administrator settings](#) on page 21

[Network](#) on page 22

[Phone information](#) on page 22

[Logout](#) on page 23

Changing the ring tone

If ring tone volume is turned off or set to vibrate, you will not hear the ring tone. You can adjust the volume of the ring tone using the **Up** or **Down** keys on the side of the handset.

The following procedure describes how to change the ring tone type, not the volume.

Procedure

1. Press the **More..** soft key and navigate to and press the **Config** soft key.
2. Navigate to **Ring Tone** and press **Select**.

The handset lists the current available tone types, identified from **Tone A** to **Tone F**.

3. Navigate the list of tone types using the **Next** and **Prev** soft keys and select one using the **Select** soft key.
Select **Back** if you want to return to the previous menu.
-

User settings

When you select the **User Settings** menu, the following menu items are available. The related topic explains each item in greater detail.

Related topics:

[Alpha dialing](#) on page 18

[Configuring the prefix dial number list](#) on page 19

[Codec](#) on page 19

[Time format](#) on page 20

[Date format](#) on page 20

[Function key label](#) on page 21

[Language](#) on page 21

Alpha dialing

To eliminate the need to press the **abc** and **123** soft keys when you enter text, you can configure the D160 dialpad to default to alphabetic mode. Please note that IP Office does not yet support alpha dialing.

Use the following procedure to enable or disable alpha dialing mode on the D160 handset.

Procedure

1. Press the **More..** soft key twice and then press the **Config** soft key.
 2. In the **User Settings** menu, navigate to **Alpha Dialing** using the **Next** and **Prev** soft keys and press **Select**.
The first line on the display indicates the status of the current setting. The second line on the display lists the soft key options to enable or disable alpha dialing.
 3. Press the **Next** or **Prev** soft keys to toggle between **On** or **Off** and press **Select**.
-

Configuring the prefix dial number list

When making a call from the directory or the call log, you might want to add a prefix dial number in order to avoid the repetitive re-entry of those prefix digits each time you make a call. You can view the prefix dial numbers that are available to you as a list on the handset when you make a call. For more information, see [Making a call from the directory](#) on page 40 and [Making a call from the call log](#) on page 36.

Procedure

1. In the **User Settings** menu, navigate to **Prefix Dialing** using the **Next** and **Prev** soft keys and select it using the **Select** soft key.
A list of eight dialing prefixes appears on the display. If a list entry is blank, that entry does not have a registered prefix dial number.
 2. Select a prefix to enter edit mode. If you press **Back** you will return to the main menu.
 3. In edit mode, enter the prefix dial number and press **OK**. The flashing cursor indicates the location of data entry. The << and >> soft keys will move the cursor in that direction. The **Del** soft key deletes the number where the cursor is located. Deleting all the keys allows you to de-register a prefix slot.
 4. Press the **Yes** soft key to confirm the change and proceed to the next step. Press the **No** soft key to decline the change and exit edit mode.
When you press **Yes**, the handset emits a confirmation tone and the display reads **Saved** for three seconds before returning to the main menu.
-

Codec

You can view the current codec setting using the following procedure.

Procedure

1. Navigate to the **User Settings** menu as above.
 2. Navigate to **Codec** using the **Next** and **Prev** soft keys and select it using the **Select** key.
The handset display shows the current codec setting. For example, **Codec: G.711**.
 3. Press the **Back** soft key to return to the main menu.
-

Time format

Use the following procedure to change the time format.

Procedure

1. In the **User Settings** menu, use the **Next** and **Prev** soft keys to navigate to **Time Format** and press **Select**.
The handset display lists the patterns of time display, which are as follows:
 - 12:00am
 - 24:00
 2. Navigate the list of time formats using the **Next** and **Prev** soft keys, and select one using the **Select** key.
The handset requests confirmation.
 3. Press the **OK** soft key to continue, or press **Back** to exit menu mode.
When you press **Yes**, the handset emits a confirmation tone and the display reads **Saved** for three seconds before returning to the main menu.
-

Date format

Procedure

1. In the **User Settings** menu, use the **Next** and **Prev** soft keys to navigate to **Date Format** and select it using the **Select** soft key.
The handset displays the four patterns of date display, which are as follows:
 - **MM/DD HH:MM** (default)
 - DD/MM HH:MM
 - HH:MM MM/DD
 - HH:MM DD/MM(M/D = Month/Day; H/M = Hour/Minute)
 2. Navigate the list of formats using the **Next** and **Prev** soft keys, and select one using the **Select** key.
The handset requests confirmation.
 3. Press the **Yes** soft key to continue. Press **No** to exit menu mode.
When you press **Yes**, the handset emits a confirmation tone and the display reads **Saved** for three seconds before returning to the main menu.
-

Function key label

Function key labels identify function key programming prior to activating the programmed feature. To learn how to use a function key, refer to [Using function keys](#) on page 48.

Note that when you enable function key labels they require you to press a programmed button *twice*, once to verify the correct label, and again to activate that feature.

See your administrator if you have issues enabling or disabling function key labels.

Procedure

1. In the **User Settings** menu, use the **Next** or **Prev** soft keys to navigate to **Function Key Label** and press **Select**.
The handset display shows the current function key label status.
 2. Press the **Next** soft key to choose between **Function Key Label On** or **Function Key Label Off** and press **Select**.
After making your selection, the handset emits a confirmation tone and shows a status message for three seconds before returning to the main menu.
-

Language

Currently, the D100 supports five languages: English, French, German, Italian, and Spanish. The default is English. You can change the handset language using the following procedure.

Procedure

1. In the **User Settings** menu, use the **Next** or **Prev** soft keys to navigate to **Language** and press **Select**.
 2. Navigate to the desired language using the **Next** and **Prev** soft keys and press **Select**. Press the **Back** soft key at any time to return to the previous menu.
The display reads **Saved** in the chosen language and then returns to the main menu.
-

Administrator settings

Press the **More..** soft key twice and press the **Config** soft key to access the **Administrator Setting** menu.

The **Administrator Setting** menu has configurable options and lists of information which only an administrator can reach. Entering the menu requires the use of an administrator password.

Network

Press the **More..** soft key twice and press the **Config** soft key to access the **Network** menu.

In the **Network** menu, you can view various network parameters in read-only mode. You can only edit the network settings if you correctly enter the administrator password when prompted.

The following submenus are available under the **Network** menu:

- MAC Address
- IP Address
- Subnet Mask
- DHCP Setting
- Default Gateway
- SIP Controller
- Ping Reply Setting
- Destination Unreachable
- Ethernet Information
- Statistic Information

Any change to a network parameter requires you to reboot the base station, otherwise the change will not take effect.

Phone information

Press the **More..** soft key twice and press the **Config** soft key to access the **Phone Information** menu.

At any time, you can view the base station and handset information using the **Phone Information** menu. Navigate to either **Base Information** or **Handset Information** to view the parameters.

Related topics:

[Base station information](#) on page 23

[Handset information](#) on page 23

Base station information

Procedure

1. Navigate to **Phone Information > Base Information** and select one of the following:
 - Name
 - Firmware Version
 - Config Data Version
 2. Press **Exit** at any time to return to the main menu.
-

Handset information

Procedure

1. Navigate to **Phone Information > Handset Information** and select one of the following:
 - Handset Number
 - Firmware Version
 - Config Data Version
 - Login User Name
 2. Press **Exit** at any time to return to the main menu.
-

Logout

You can use the configuration menu to log the current user out of the handset.

Procedure

1. Press the **More..** soft key twice and then press **Config**.
2. Navigate to **Logout** using the **Next** and **Prev** keys and press **Select**. The handset display prompts you for confirmation.

3. Press **Yes** to confirm the logout. Press **Back** to return to the previous menu.

Chapter 5: Call operation

Call operation overview

The following sections indicate how to perform the various call operations available on the D100.

Related topics:

- [Emergency calls](#) on page 25
- [Making calls](#) on page 26
- [Receiving calls](#) on page 26
- [Holding calls](#) on page 27
- [Handling multiple calls](#) on page 27
- [Transferring calls](#) on page 28
- [Speed dialing](#) on page 30
- [Hot desking](#) on page 30
- [Conference calls](#) on page 30
- [Operating calls on the charger](#) on page 31
- [Dialing the previous call](#) on page 31
- [Voicemail](#) on page 32

Emergency calls

You can make emergency calls even when no user is logged in. The handset forwards the call to the base station and the base station uses the emergency call credentials to log into IP Office and pass the call. IP Office then determines whether to reject or to allow the call.

Please note that the emergency number varies depending on your region.

Avaya does not take responsibility for the consequences of emergency calls dialed correctly or otherwise.

Procedure

1. Dial the emergency number using the keypad and press the **Send** soft key or the **Off-Hook/Handsfree** button. You must determine the appropriate emergency number for your area.

As the base station communicates with IP Office, the handset display reads **Calling:** followed by the number dialed.

When the remote connection is complete, the handset switches to talk mode.

2. When the call is complete, hang up using the **On-Hook** button. The handset returns to the Idle, logged-out state.
-

Making calls

The outgoing call feature lets you place internal and external calls alike.

Procedure

1. To pre-dial the number, enter the extension number on the D160 keypad and press the **Send** soft key or the **Off-Hook/Handsfree** button. Alternatively, you can place the call by pressing the **Off-Hook** button first, then dialing and sending the number.
In either case, the handset begins to communicate to the base station and the display reads **Calling:** followed by the number dialed. If you do not press any button for 30 seconds, the handset display returns to the Idle state.

When the recipient answers the call, your handset switches to Talk mode.

2. When the call is complete, hang up using the **On-Hook** button.
-

Receiving calls

The D160 handset enters the incoming call mode whenever the base station registers an incoming call. The handset display indicates this mode. Answer or decline the call as follows.

Procedure

1. With a call ringing, press the **Off-Hook** button or **Answer** soft key to answer. The handset goes to talk mode and the display shows a talk icon. The handset then lists the line information received from IP Office.
 2. With a call ringing, you can press the **Ignor** soft key to ignore the call and return the handset to the Idle state.
IP Office treats the call as an unanswered call.
-

Holding calls

The following procedure explains how to hold calls on the D160 handset. For information on holding and switching between multiple calls, see [Handling multiple calls](#) on page 27.

Procedure

1. During talk mode, press the **More.. > Hold** soft keys to place the call on hold. The base station switches the call to a held state while the handset display indicates the new mode. The caller remains in talk mode, muted, and receives a hold alert tone or music, depending on the IP Office configuration.
 2. To remove the call from hold, press the **More.. > Activ** (Activate) soft keys.
 3. To make a new call while holding a call, press the **Off-Hook** key and dial the number. Pressing the **Off-Hook** key in this situation does not remove any other call from a held state. The handset acts as though you are making a regular call.
-

Handling multiple calls

You can operate multiple calls using the D160 handset. The handset display shows the call information in the order that the calls were received. The call line indicates the information about each call, such as Hold or From. The soft key menu at the bottom of the handset display selects and manages these calls.

Press the **More..** soft key to view all the options when handling calls.

Related topics:

[Switching between calls](#) on page 27

[Multiple incoming calls](#) on page 28

Switching between calls

When switching between calls, be aware of the calls you want to hold and the calls you are prepared to dismiss.

Procedure

1. To switch between calls, press the **Calls** soft key. The call list will appear on the handset display with appropriate soft keys for each call.

2. Navigate the call list using the **Next** and **Prev** soft keys.
 3. Select the call you want to switch to by pressing the **Activ** (Activate) soft key, or place a new call by pressing the **New** soft key.
IP Office places any existing active call on hold.
-

Multiple incoming calls

A single handset can handle up to five simultaneous calls. Depending on whether or not a current call is active, the procedure for handling multiple calls might differ.

Procedure

1. If no call is active and multiple calls are incoming, access the list of calls using the **Calls** soft key. You also use the **Calls** soft key to navigate the call list.
2. Activate an incoming or held call using the **Activ** (Activate) soft key.
The handset display shows the call information for the active call.
3. If you are on a call and an additional call is incoming, the handset display replaces the current call information with that of the incoming call. The handset is still in talk mode, but the user can press the **Answr** (Answer) soft key to place the current call on hold and answer the incoming call. Otherwise, the user can press the **Ignor** (Ignore) soft key.

*** Note:**

If you receive a new call while operating the Feature mode, the incoming call information interrupts and replaces the Feature mode display.

Transferring calls

You can make both attended and unattended call transfers to an extension using the D160 handset. The difference between an attended call transfer and an unattended call transfer is that an attended call transfer lets you consult with the transfer recipient, which lets the recipient approve or decline the transfer before it occurs. An unattended call transfer does not involve consultation.

Related topics:

[Attended call transfer](#) on page 29

[Unattended call transfer](#) on page 29

Attended call transfer

Use the following procedure to transfer a call while ensuring with the recipient that the call transfer is acceptable.

Procedure

1. Place the current call on hold using the **More.. > Hold** soft keys. Alternatively, press the **Trnsfr** (Transfer) soft key. The call is automatically put on hold.
 2. Enter the desired extension using the keypad and press the **Trnsfr** soft key. The display prompts the operator to consult with the transfer recipient.
 3. For an attended call transfer, press the **Yes** soft key. Select **Cancel** to return to the held call.
During a successful transfer, the handset returns to the Idle state and both extensions connect to one another. The handset of the operator reads **Call Transferred** before returning to the Idle state.
-

Unattended call transfer

The first two steps of an unattended call transfer are identical to that of an attended call transfer. The difference is that an unattended call transfer declines the option to consult with the call transfer recipient.

Procedure

1. Place the current call on hold using **More.. > Hold**. Alternatively, press the **Trnsfr** (Transfer) soft key to automatically place the current call on hold.
 2. Enter the desired extension using the keypad and press the **Trnsfr** soft key. The handset display prompts the operator to consult with the transfer recipient.
 3. For an unattended call transfer, press the **No** soft key. Select **Cancel** to return to the held call.
During a successful transfer, the handset returns to the Idle state and connects the held extension and the transferred extension. The handset of the operator reads **Call Transferred** for three seconds before returning to the Idle state.
-

Speed dialing

Use the following procedure to call a number using speed dial. For information on configuring a speed dial button, see [Configuring speed dials](#) on page 47.

Procedure

Press the feature key for the speed dial number that you want to dial.
The handset display shows the label for that speed dial and the D100 processes the call.

Hot desking

You can hot desk to a D100 extension using Softphone and the associated user name and password, or you can hot desk to a D100 extension from a SIP or H323 extension by way of the Extension Login feature (**ELogIn**). Similarly, on a D100 extension, you can hot desk from the D160 handset to a SIP or H323 extension using the same feature.

Note that you can program function keys on the D160 to serve as Extension Login (**ELogI**) and Extension Logout (**ELogO**) buttons. See [Button programming](#) on page 46.

Conference calls

During an active call, you can access the conference call feature using the **Conf** (Conference) soft key. During a conference, the following soft key options are available:

- **Hold**: When a conference participant presses **Hold**, only the involvement of the participant is put on hold, muting the audio for that participant.
- **Featur**: Press the **Featur** soft key to access the call features list.

Procedure

1. With a call active and while in Talk mode, press **More.. > Conf**.
The current active and held calls become the conference participants. The handset display shows the conference information.
2. Press the **Hold** or **Featur** soft keys as desired.

3. To exit the conference, press the **On-Hook** button. When a participant presses **Exit**, only the participant leaves the conference.
-

Operating calls on the charger

It is possible to make and receive calls while the handset is in the charger. Calling and connecting still functions without being terminated and all keys and soft keys will also still function.

Removing the handset from the charger while a call is active does not result in call termination.

Making and receiving calls

You can make calls on the handset in the normal way, even though the handset is charging. If you receive a call while the handset is in the charger, the handset switches to the incoming call mode. The handset then shows the call on the display.

To make the call, press the **Off-Hook** key or the **Answer** (Answer) soft key. Operation of the handset does not change when you place the handset in the charger.

Auto-answer incoming call

If your extension is configured for internal auto-answer, your handset automatically accepts all internal calls. On receiving a call, you hear a short attention tone and then you can speak to the caller immediately without pressing any key and without picking up the handset, whether or not you placed the handset in the charger. When the caller terminates the call, you can take a new call immediately.

Dialing the previous call

You can use the standard redial feature to dial the most recently dialed number, as determined by IP Office.

Procedure

1. From the Idle screen, press the **Redial** soft key.
The base station connects to IP Office to determine the last number dialed.
 2. The handset dials the number determined by IP Office, making the call in a regular manner.
-

Voicemail

Valid users can access voicemail on the handset by pressing the **Msgs** (Messages) soft key after logging in. The device must connect to IP Office, otherwise you cannot access the IP Office voicemail messaging system.

Procedure

1. From the Idle state, press the **Msgs** soft key.
The D100 connects to the IP Office voicemail system.
 2. Follow the audio instructions that the IP Office voicemail system provides.
 3. Press the **On-Hook** key at any time to exit.
-

Chapter 6: Miscellaneous options

Mute

Pressing the **Mute** key mutes your handset or the headset microphone while you are on a call. You cannot mute confirmation or error tones.

Procedure

1. During a call, press the **Mute** key to mute the microphone.
 2. Press the **Mute** key again to cancel the mute mode.
Ending a call also cancels the mute mode.
-

Time display

In the Idle state, you can view the current time using the following procedure.

Procedure

1. In the Idle state, press the **More..** soft key to access the **Time** soft key option.
 2. Press the **Time** soft key to show the current time for five seconds.
 3. You can press the **Back** soft key to return to the Idle display before the five second timeout occurs.
-

Handsfree

While on a call, you can switch between the Handset mode and the Handsfree or Headset modes using the **Off-Hook/Handsfree** key. The following speaker icon shows on the display while the Handsfree mode is active:



Speaker volume

Adjust the handset speaker volume using the **Up** and **Down** keys on the side of the handset. The handset and the headset have separate volume level settings. When you press the **Up** or **Down** keys during a call, the handset display shows the current volume level.

If you receive a message from IP Office while you are setting the volume, it appears after displaying the volume level.

Ringer volume

Use the following procedure to change only the ringer volume. If you want to change the ringer volume while a call is incoming, you can use the same procedure but the handset does not display the setting. The handset continues to display the incoming call information.

To change the ring tone, see [Changing the ring tone](#) on page 17.

Procedure

1. In the Idle state, press the **Up** or **Down** keys on the side of the handset to enter the Ringer Volume Setting mode.
 2. Continue to press **Up** or **Down** to increase or decrease the ringer volume accordingly.
The following settings are available:
 - **Low:** The handset emits a quiet ring tone.
 - **Middle:** The handset emits a medium level ring tone.
 - **High:** The handset emits a loud ring tone.
 - **Vibrate:** The handset vibrates rather than emitting a ring tone, unless the handset is in the charger, in which case the ring tone rings Low.
 - **Off:** The ringer is muted.
 3. When you are satisfied, allow the handset to display the volume setting without pressing any keys. Pressing either the **On-Hook** key or the **Off-Hook/Handsfree** key cancels the Ringer Volume Setting mode.
-

Chapter 7: Call logs

Three types of call log are available on the D100:

- Missed calls
- Received calls
- Outgoing calls

You can access the call log from the Idle state by pressing **More.. > CLog**.

The base station can log up to 100 calls per handset. The 100 calls includes missed, received, and outgoing calls combined.

Viewing the call log

The following procedure explains how to view the log for calls received (**Rcvd**), calls missed (**Missed**), and calls made (**Called**). Each call log contains the name and phone number of the contact and the time the call was made.

Procedure

1. In the main menu, navigate to **CLog** using the **More..** soft key and press **Select**.
2. Select **Missed**, **Rcvd**, or **Called**.

The handset display lists the calls received, missed, or made based on your selection. The calls are displayed in order, starting with the most recent.

If there are no logs saved on the base station for the selected call log, the display reads **No Entries** for three seconds before returning to the main menu.

Press **Back** at any time to return to the previous menu.

3. Navigate the list using the **Next** and **Prev** soft keys. View the details of any call in the log using the **Select** soft key.

Next steps

When viewing an individual call log, you can perform any of the following functions using the appropriate soft key:

- **Send:** Dials the contact.
- **Save:** Saves the contact to the local directory.

- **Del:** Deletes the call log entry.
- **View:** Shows the call number.
- **Prefix:** Prompts the selection of a dialing prefix.
- **Back:** Returns to the previous menu.

Making a call from the call log

You can make calls from the call log using the following procedure.

Procedure

1. Navigate to the desired call log using the **Next** and **Prev** soft keys and select the entry you want to call using the **Select** soft key.
The handset display shows the call information for that entry.
2. Press the **Send** soft key to call the number on the display. You can press **More.. > Prefix** to add a prefix to the number, such as '9' to access an outside line, or press the **Exit** soft key to quit and return to the main menu.
You can also make a call from the call log list by selecting an entry and pressing the **Off-Hook/Handsfree** key.

While sending the call information to the base station, the handset display reads **Calling:** followed by the call information. You can then operate the call as you normally would.

Saving a contact from the call log

You can save a contact from the call log into the local directory using the following procedure.

Procedure

1. Navigate the call log list using the **Next** and **Prev** soft keys and select the entry you want to call using the **Select** soft key.
The handset display shows the call information for that entry.
2. Press the **Save** soft key to save the selected caller's name and number into the local directory. Press the **On-Hook** key to cancel the save and return to the main menu.

The handset requests confirmation.

3. Press the **Yes** soft key to save the user information. Press the **No** soft key to reject the save and return to the main menu.
If you select **Yes**, the handset display reads **Saved** for three seconds before returning to the call log list.

The display reads **Failed** if the user already exists in your local directory and you attempt to overwrite the entry.

Deleting call logs

You can delete call logs using the procedure below. You can delete the logs individually or by group.

Procedure

1. From the **CLog** menu, select the call log group you want to delete call logs from. You can delete individual call logs, all the call logs from a specific group, or all the call logs from all the groups.
 - To delete a single call log from a single log group, select either **Missed**, **Rcvd**, or **Called**, depending on the log, and proceed to step 2.
 - To delete *all* the call logs from a single log group, select **Del**. The handset displays soft key options for each log group. Select a log group, and proceed to step 4.
 - To delete *all* the call logs from *all* the log groups, select **Del > All** and proceed to step 4.
 2. Locate the call log you want to delete using the **Next** and **Prev** soft keys and select the item using the **Select** soft key.
 3. Delete the call log by pressing the **Del** soft key.
The handset requests confirmation.
 4. Press the **OK** soft key to delete the selected call logs. Press the **Back** soft key to return to the previous menu.
-

Call logs

Chapter 8: Directory

There are two directories available on the D100: global and local. The global directory downloads from IP Office and cannot be changed. The local directory is configured by the user logged in on the handset.

The maximum number of global directory entries is 100 per base station. The maximum number of local directory entries is 100 per handset.

You can access the directories by pressing **More.. > Dir**. In the **Contacts** submenu, the **My** soft key accesses the local directory and the **System** soft key accesses the global directory.

Contact list

The contact list includes global and local directory entries in alphabetic order. Each entry contains the user name and phone number. The entries are not case-sensitive.

While navigating the contact lists, note the following:

- Pressing a number key on the dialpad jumps to the contact name that starts with the first letter associated with the key.
- Pressing the same number key again jumps to the contact name associated with the second letter associated with the key.
- Pressing a different number key jumps to the contact name that starts with the first letter associated with the new key.

Procedure

1. In the Idle state, press **More.. > Dir**.
 2. Select the **My** soft key to view the local directory.
Select the **System** soft key to view the global directory.
 3. Use the **Next** or **Prev** soft keys to navigate the list of contacts.
Select a contact using the **Select** soft key. For more information, refer to the following sections.
-

Making a call from the directory

Use the following procedure to make calls directly from the local or global directories.

Procedure

1. Select either a local or global directory entry from the **Contacts** menu using the **Select** soft key.
The handset displays the entry information.
2. Press the **Send** soft key to make a call to the selected contact. If you want to add a prefix dial number, press the **Prefix** soft key instead.
Press the **Cancel** or **Back** soft keys to return to the main menu.

While sending the call information to the base station, the handset display reads **Calling:** followed by the contact's call number. You can then operate the call as you normally would.

Adding contacts

You can only add contacts to the local directory. Use the following procedure to add contacts.

Procedure

1. In the Idle state, press the **Dir** soft key.
2. Select either the local (**My**) or global (**System**) directory.
3. Press the **More..** soft key followed by the **New** soft key.
The display prompts you to enter user information.
4. Enter the user name and press the **OK** soft key.
The >> soft key moves the cursor forward. The **Del** soft key performs a backspace on the previous letter.
5. Enter the phone number or extension of the user and press the **OK** soft key again.
Pressing the **Back** soft key returns you to the previous menu.
The handset requests confirmation.
6. Press the **Save** soft key to confirm the entry request.
The handset emits a confirmation tone and the display reads **Saved** for three seconds.

Press **Cancel** to return you to the main menu. Press **Back** to return to the previous menu.

Deleting contacts

You can only delete contacts from the contact list in the local directory. You can delete contacts individually or all at once.

Procedure

1. Select a directory entry from the Directory menu.
The handset displays the contact information.
2. Press the **Del** soft key to delete the contact.
The handset requests confirmation.
3. Select one of the following:
 - Press the **OK** soft key to delete the selected contact from the directory.
 - Press the **Back** soft key to exit without deleting any contacts.
 - Press the **All** soft key to delete all the contacts.

If you choose to delete contacts, the handset requests confirmation. Once confirmed, the handset display reads **Deleted** for three seconds before returning to the address list.

Editing a contact

You can only edit contacts saved in the local directory. Use the following procedure.

Procedure

1. Select a directory entry from the Directory menu.
The handset display provides the entry information.
2. Press **More.. > Edit** to enter Edit mode.
The display prompts you to edit the user information.
3. If necessary, edit the user name and press the **OK** soft key.

The >> soft key moves the cursor forward. The **Del** soft key performs a backspace on the previous letter.

4. If necessary, edit the phone number or extension of the user and press the **OK** key again. Use the **abc** or **123** soft key to alternate between alphabetic input mode and numeric input mode.
The handset requests confirmation.
 5. Press the **Save** soft key to confirm the edit. The handset emits a confirmation tone and the display reads **Saved** for three seconds.
Press the **Back** soft key to return to the previous menu.
-

Searching the directory

You can search the local and global directories using the following procedure.

Procedure

1. Navigate to the desired Directory (local or global) and press the **Search** soft key.
 2. Enter contact information to search the given directory for users with identical or similar names or extensions.
 3. Press the **OK** soft key to begin the search.
Once the search is complete, the display shows the matching entries. For multiple search results, the best match appears at the top of the list.
-

Chapter 9: Features

The D100 base station supports the Feature key functionality of IP Office.

You can access features by pressing the **Featur** (Feature) soft key and then selecting the desired feature. For each selected feature, follow the instructions on the screen.

Note that the Feature key option is only visible when Idle, on a call (active), on hold, or pre-dialing. It is not visible while dialing, while navigating the menu, or during an incoming call.

The following table lists the features available.

| Feature | Details | Feature label |
|--------------------------------------|---|---------------|
| Account Code Entry | Use Account Code Entry to enter an account code, up to 15 digits, for an incoming or outgoing call currently being handled. | Acct |
| After Call Work | The After Call Work feature provides an interval of time between disconnecting from one call and receiving another incoming hunt group call. The interval prevents hunt group calls but does not prevent direct calls to your extension. Note that your system administrator configures the interval of time. | ACWrk |
| Automatic Callback | The Automatic Callback feature allows you to set an automatic callback for a user that you have called but who has not answered. When the user next ends a call, the telephone system calls you and when you answer the system automatically makes a call to the user. | AutCB |
| Automatic Intercom - Dial voice call | When used, a button set to Automatic Intercom - Dial voice call makes an auto-answered call to another extension. The feature calls another extension and has the call automatically answered on handsfree speaker after playing three beeps. If the called extension does not have a handsfree microphone, the user must use the handset if they want to talk. The called extension must support a handsfree speaker. If the extension does not support a handsfree speaker or if the extension is not free when called, the call alerts as a normal call. | IAuto |
| Button Programming | The button programming feature lets you program function keys on the handset to activate the available IP Office features. For | BtnPg |

Features

| Feature | Details | Feature label |
|-----------------------------------|---|---------------|
| | more information, see Button programming on page 46. | |
| Button Query | Use the Button Query feature to query any of the programmable keys to identify the function that has been assigned to that key. | BtnQy |
| Call Pickup Any | Use the Call Pickup Any feature to answer any intercom, transferred, or outside call ringing at another specified extension. | PickA |
| Call Park | As an alternative to placing a call on hold, you can park a call on the system where it can be retrieved by another user. Using Call Park does not tie up a line, because the call is held on the IP Office call server. | CPark |
| Call Record | Where IP Office has Voicemail Pro installed, you can record a call and save the recording to the user's mailbox, a group mailbox, or the voice recording library. | CRec |
| Conference Meet Me | Use the Conference Meet Me feature to place calls on hold and create conferences using either the phone or desktop applications. Additional conference members may be added, however a single conference may not have more than 64 members. | CnfMM |
| Directed Call Pickup | Use the Directed Call Pickup feature to access a ringing call, a held call, or a call in progress. You can select a line that is not assigned to your phone. | DPkUp |
| Do Not Disturb | Do Not Disturb lets you temporarily stop incoming calls from ringing at your device. This feature also prevents the user from receiving hunt group calls. The system gives direct callers either voicemail, if enabled, or a busy signal. This feature can be enabled/disabled from the phone or using IP Office Manager. | DND |
| Extension Login, Extension Logout | Use the Extension Login and Logout features to log in and out of an extension, so long as the extension is registered with the IP Office and so long as you provide the correct password. | ELogI, ELogO |
| Follow Me Here, Follow Me To | The Follow Me feature gives mostly the same behaviors as the user's home phone (Paging, hands free answer, etc.), whereas Forwarding does not. Follow Me is typically used when a user is going to be working away from their desk, for example in a workshop. | Here+, FolTo |

| Feature | Details | Feature label |
|-----------------------|--|---------------|
| Forward All | The Forward All feature forwards a user's calls to another extension or external number such as a mobile or cell phone. You can forward a call in a number of ways and if the call is not answered at the forward destination, it will go to IP Office voicemail, if enabled. | FwdAI |
| Group Page | Use the Group Page feature to make a page call to a group. | GrpPg |
| Group Pickup | Use the Group Pickup feature In a pickup group. Each member can answer another member's calls. | PickG |
| Private Call | Use the Private Call feature to set the status of a call to private. Private calls cannot be recorded, intruded upon, bridged into, or monitored. | PrivC |
| Relay On, Relay Pulse | IP Office is fitted with two independent switch outputs for controlling external equipment such as door entry systems. The Relay On and Relay Pulse features on the handset toggle switches to be opened, closed, or pulsed, as required. | Rely+, Relay |
| Remote Park | Like Call Park, the Remote Park feature lets you remotely park calls. | RPark |
| Retrieve Call | The Retrieve Call feature lets you retrieve parked calls. | RCall |
| Stamp Log | The Stamp Log feature acts as a diagnostic aid. Use Stamp Log to place a time, date, and stamp index on system logs in order to make log instances easier to locate. | StmpL |
| Twinning | Twinning means that a primary extension and a secondary number (extension or external) can operate together as a single telephone. When a call is presented to the primary phone, the secondary phone will ring. If the primary telephone does not ring, for example it is in Do Not Disturb, the secondary phone will not ring. | Twin |

Button programming

Using the button programming feature, you can program function keys on the D160 handset to perform feature operations with the pressing of a single function key. Use the following procedure to program the function keys that activate the available features. Note that if you do not press any button for 60 seconds, the feature timeout will activate and you will be forced out of Feature mode.

The following IP Office features are available for button programming:

- Account Code Entry
- After Call Work
- Automatic Callback
- Automatic Intercom - Dial voice call
- Call Pickup Any
- Call Park
- Call Record
- Conference Meet Me
- Directed Call Pickup
- Do Not Disturb
- Extension Login/Logout
- Follow Me Here/To
- Forward All
- Group Page
- Group Pickup
- Private Call
- Relay On/Pulse
- Remote Park
- Retrieve Call
- Stamp Log
- Twinning
- Voicemail

In addition to the available IP Office features, you can also program the following:

- **Busy Lamp Field:** See [Busy Lamp Field \(BLF\)](#) on page 49.

Note that only an administrator can program a BLF.

- **Speed Dial:** See [Configuring speed dials](#) on page 47.

For more detailed information on each feature, see [Features](#) on page 43.

Procedure

1. In the Idle state, press the **Featur** (Feature) soft key.
The handset enters Feature mode.
2. Press the **More..** soft key to cycle through the menu options and select the **BtnPg** soft key.
The handset display prompts you with **Button Programming?**
3. Select **Yes** to continue with button programming. Select **No** or **Quit** to return to the previous or main menu.

If you selected **Yes**, **Button Programming** displays on the handset for one second, followed by **Select a button>**.

4. Press the function key that you want to assign a feature to. Selecting an invalid key results in the display message **Invalid Input**. If you select a function key that contains previous programming, you will be presented with the **Erase/Edit** option.
 - If you choose **Erase**, you will be prompted to **Erase button?**

Select **Yes** to clear the programming for the selected function key. Note that this will return you to the main menu in an Idle state.
 - If you choose **Edit**, a dialog prompts you to enter the required information.

Enter the information and proceed to step 5.
5. In the **Select feature** menu, use the **More..** soft key, if necessary, to navigate to the feature you wish to program and select it using the corresponding soft key.
6. Press **Yes** or **No** as desired and follow the instructions on the display. After the base station notifies IP Office of the button programming and IP Office responds, the handset display reads **Button programmed**.

Configuring speed dials

The speed dial feature lets you save dial numbers for easier and quicker use in the future. You can program a function key for the speed dial feature using button programming. While configuring button programming, note that you must specify the phone number that you wish to speed dial, meaning that you can only configure one phone number for speed dial per button.

Procedure

1. In the Idle state, press the **Featur** (Feature) soft key. The handset enters Feature mode.
2. Press the **More..** soft key to cycle through the menu options and select the **BtnPg** soft key. The handset display prompts you with **Button Programming?**
3. Select **Yes** to continue with button programming. Select **No** or **Quit** to return to the previous or main menu. If you selected **Yes**, **Button Programming** displays on the handset for one second, followed by **Select a button>**.

4. Press the function key to which you want to assign a feature. Selecting an invalid key results in the display message **Invalid Input**. If you select a function key that contains previous programming, you will be presented with the **Erase/Edit** option.
 - If you choose **Erase**, you will be prompted to **Erase button?**.
Select **Yes** to clear the programming for the selected function key. Note that this will return you to the main menu in an Idle state.
 - If you choose **Edit**, a dialog prompts you to enter the required information.
Enter the information and proceed to step 5.
 5. In the **Select feature** menu, use the **More..** soft key to navigate to **SpdDI** select it using the corresponding soft key.
 6. The display prompts you for confirmation. Press **Yes** to continue.
 7. Enter the number you wish to speed dial and press **Next**.
 8. Enter a label for the speed dial and press **Done**.
After the base station notifies IP Office of the button programming and IP Office responds, the handset display reads **Button programmed**.
-

Using function keys

The following procedure describes how to use a function key in order to access its assigned feature. To configure and label function keys, see [Button programming](#) on page 46 and [Function key label](#) on page 21.

Procedure

In the Idle state, press the desired Function key.

- If you disabled function key labels, pressing a function key activates the programmed feature immediately. No further action is required.
- If you enabled function key labels, the handset displays the feature label for three seconds and you must press the function key again to activate the feature that is displayed. Pressing a different function key displays its feature label instead. Enabling function key labels allows you verify that you are using the correct button.

Note that the handset returns to the Idle state if the menu auto timeout occurs before you select a function key.

Busy Lamp Field (BLF)

An administrator can configure function keys on the handset to work as Busy Lamp Fields (BLFs).

When there is a call to a monitored user, the corresponding function key flashes during ringing. When the user answers the call, the BLF key stops flashing and turns on. When a BLF key is turned off, this means that the phone is in an Idle state, not Active or on a call.

You can pick up a call activating the BLF by pressing the corresponding function key. When there is no call activating the BLF, pressing the BLF key speed dials that extension.

For information on configuring function keys, see [Features](#) on page 43. Note that if you program a feature for the same function key used by the BLF you will overwrite the BLF function set by the administrator.

Avaya one-X[®] Portal feature support

The D100 supports the key features found in the Avaya one-X[®] Portal interface. For more information, see http://marketingtools.avaya.com/knowledgebase/user/ipoffice/mergedProjects/manuals/manuals/apps/ip_office_portal_en.pdf.

A permanent phone extension is typically associated with your extension number. You can use that phone extension to make and answer your calls regardless of whether you have Avaya one-X[®] Portal for IP Office running or not. Hot desking allows you to assume control of another phone extension so that it uses your extension number and phone system settings.

Normally, logging in at another extension requires you to dial a special number including your login code that is different from the password you use for IP Office applications. However, you can use the Avaya one-X[®] Portal login menu to both login to Avaya one-X[®] Portal and to specify the D100 extension on which you want to be logged.

When you use this method to log in to both Avaya one-X[®] Portal and a D100 extension, when you log out of Avaya one-X[®] Portal you are also logged off the D100 extension. Your extension number returns back to your normal phone extension if you have one and it is not in use by another hot desking user. If you don't have a normal extension or it is not available, you are treated as being logged off from the phone system and your calls go to voicemail, if available.

Index

A

administrator[22](#)
 password[22](#)
 settings[22](#)
alpha dialing[18](#)
attended call transfer[29](#)

B

base station[23](#)
 information[23](#)
battery[11](#), [15](#)
BLF[49](#)
busy lamp field[49](#)

C

call log[35–37](#)
call transfer[28](#)
called log[35](#)
calling[26](#)
capacity[8](#)
charge unit[11](#)
charger[31](#)
codec[8](#), [19](#)
conference calls[30](#)
connecting[11](#)
contact list[39](#)

D

directory[39–41](#)
 add contact[40](#)
 delete contact[41](#)
directory call[40](#)
directory search[42](#)
DoS attack protection[8](#)

E

edit directory entry[41](#)
emergency calls[25](#)
ethernet[8](#)
extension[26](#)

F

feature soft key[43](#)
features[8](#)
function key[43](#), [46](#), [48](#)
 configuration[46](#)
function key label[21](#)

H

handset[8](#), [10](#), [15](#), [23](#)
 information[23](#)
handsfree[34](#)
headset[11](#)
hold call[27](#)
hot desking[30](#)

I

icons[11](#)
incoming call[28](#)
IP Office[7](#), [8](#)

L

language[8](#), [21](#)
LCD[11](#)
LED[11](#)
login[15](#)
logout[15](#), [23](#)

M

menu[17](#)
missed call[35](#)
multiple calls[27](#)
mute[33](#)

N

network[8](#)

O

one-X Portal[49](#)

overview7

P

performance8
phone information22
power down15
power up15
prefix dialing19

R

receiving26
redial31
ring tone17
 change17
ringer volume34

S

save call log36
search directory42
settings22
 administrator22
speaker volume34

speed dial47
speed dialing30

T

telephony8
time display33
time display format20
time format20
transferring calls28

U

unattended call transfer29
user login15
user logout16
user settings18

V

voicemail32