

AVAYA G3 USER INSTRUCTIONS

TELEPHONE SERVICE & REPAIR

For any service orders or telephone repairs you must notify your telephone contact person for your agency.

Service Orders -359-6333

Repair Service - 359-6319

TRAINING FOR TELEPHONES AND VOICE MAIL

For training on telephones and voice mail notify your telephone contact person for your agency.

Telephone Training - 359-6333

Voice mail Training - 359-6333

Transfers

To Transfer on a Multi Line Telephone Set

1. Press the TRANSFER button
2. Listen for the dial tone
3. Dial NUMBER to which the call will be transferred
4. Press the TRANSFER button
5. Hang up

To Transfer on a Single Line Telephone Set

1. Press the FLASH button
2. Listen for the dial tone
3. Dial the NUMBER
4. Hang up and the party is connected

Conference Calls

To Conference on a Multi Line Telephone Set
To conference up to a 6 party call (which includes caller and 5 other callers)

1. With 1 caller on the line press the CONFERENCE button
2. Listen for the dial tone
3. Dial the NUMBER to be conferenced
4. Press the CONFERENCE button
5. Continue until all parties have been conferenced

To Conference on a Single Line Telephone Set

1. With 1 caller on the line press the FLASH button
2. Listen for the dial tone
3. Dial the NUMBER to be conferenced (3rd party)
4. Press the FLASH button

Note: If the call consists of more than 3 parties, call the State Operator by dialing (0). The Operator can conference up to 6 parties including the operator.

To Call Pickup

This feature allows a customer to answer a ringing station within the assigned pickup group.

Dial the CALL PICKUP Code (#4) to answer a ringing telephone within your pickup group.

Note: Your instrument and the ringing telephone must be in the same pickup group, or you will receive an error tone. Be sure that you have a dial tone before dialing the #4. If two telephones are ringing, the pickup is random and you will pickup one of the two, not necessarily the first ringing telephone. You will receive an error tone if the ringing telephone has already been answered.

To Call Forward

Calls to your station may be temporarily forwarded to another station.

1. Lift the handset for dial tone
2. Dial the call forwarding code (*2)
3. Listen for the special dial tone
4. Dial the five-digit station number or the number to which you wish your calls to be forwarded

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5. Listen for the CONFIRMATION Tone (3 beeps) indicating that call forwarding has been accomplished
6. Hang up

To Cancel Call Forwarding

1. Lift the handset for dial tone
2. Dial the call forwarding cancel code (#2)
3. Listen for the CONFIRMATION Tone indicating that Call Forwarding has been removed
4. Hang up

To Send All Calls (SAC)

Calls to your station may be temporarily sent to your coverage point, which is set up by the System Manager

1. Lift the handset for dial tone
2. Dial the SAC code (*3)
3. Listen for the CONFIRMATION Tone indicating that SAC has been accomplished
4. Hang up

To Cancel Send All Calls (SAC)

1. Lift the handset for dial tone
2. Dial the SAC cancel code (#3)
3. Listen for the CONFIRMATION Tone indicating that SAC has been removed
4. Hang up

To Make Long Distance Calls

1. Lift the handset for dial tone
2. Dial 90 plus 1, then the ten-digit long distance number
3. Your call is complete

To Make Long Distance Calls Using Authorization Code

1. Lift the handset for dial tone
2. Dial 90 plus 1, then the ten-digit long distance number
3. Listen for the CONFIRMATION Tone and enter your seven-digit authorization code
4. Your call is complete