



# IP Office

## 1603 Phone User Guide

#### Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

For full support, please see the complete document, Avaya Support Notices for Hardware Documentation, document number 03–600759.

For full support, please see the complete document, Avaya Support Notices for Software Documentation, document number 03–600758.

To locate this document on our website, simply go to <http://www.avaya.com/support> and search for the document number in the search box.

#### Documentation disclaimer

“Documentation” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

#### Warranty

Avaya provides a limited warranty on its hardware and Software (“Product(s)”). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <http://support.avaya.com>. Please note that if you acquired the Product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to you by said Avaya Channel Partner and not by Avaya. “Software” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions.

#### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://SUPPORT.AVAYA.COM/LICENSEINFO) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants you a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. “Designated Processor” means a single stand-alone computing device. “Server” means a Designated Processor that hosts a software application to be accessed by multiple users.

#### License type(s)

**Designated System(s) License (DS).** End User may install and use each copy of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

**Concurrent User License (CU).** End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A “Unit” means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

**Database License (DL).** End User may install and use each copy of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than a single instance of the same database.

**CPU License (CP).** End User may install and use each copy of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not reinstall or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

Named User License (NU). You may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

#### Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at <http://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products". For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or (in the event the applicable Documentation permits installation on non-Avaya equipment) for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

#### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### Virtualization

Each vAppliance will have its own ordering code. Note that each instance of a vAppliance must be separately ordered. If the end user customer or Avaya channel partner would like to install two of the same type of vAppliances, then two vAppliances of that type must be ordered.

Each Product has its own ordering code. Note that each instance of a Product must be separately licensed and ordered. "Instance" means one unique copy of the Software. For example, if the end user customer or Avaya channel partner would like to install two instances of the same type of Products, then two Products of that type must be ordered.

#### Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya's website at: <http://support.avaya.com/Copyright>. You agree to the Third Party Terms for any such Third Party Components.

#### Note to Service Provider

The Product may use Third Party Components that have Third Party Terms that do not allow hosting and may need to be independently licensed for such purpose.

#### Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### Avaya Toll Fraud intervention

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <http://support.avaya.com>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: [securityalerts@avaya.com](mailto:securityalerts@avaya.com).

#### Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

#### Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <http://support.avaya.com>.

#### Contact Avaya Support

See the Avaya Support website: <http://support.avaya.com> for product notices and articles, or to report a problem with your Avaya product. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com>, scroll to the bottom of the page, and select Contact Avaya Support.

---

# Contents

## 1. The Phone

1.1 Important Safety Information.....	10
1.2 About LEDs.....	11
1.3 About Icons.....	12
1.4 About Paper Labels.....	12

## 2. Basic Telephone Operation

2.1 Making a Call.....	14
2.2 Redialling a Number.....	14
2.3 Answering a Call.....	14
2.4 Muting a Call.....	15
2.5 Putting a Call on Hold.....	15
2.6 Transferring a Call.....	15
2.7 Conference Calls.....	16
2.8 Getting Your Messages.....	16
2.9 The Avaya Menu.....	17

## 3. Document History

Index .....	0
-------------	---



# Chapter 1.

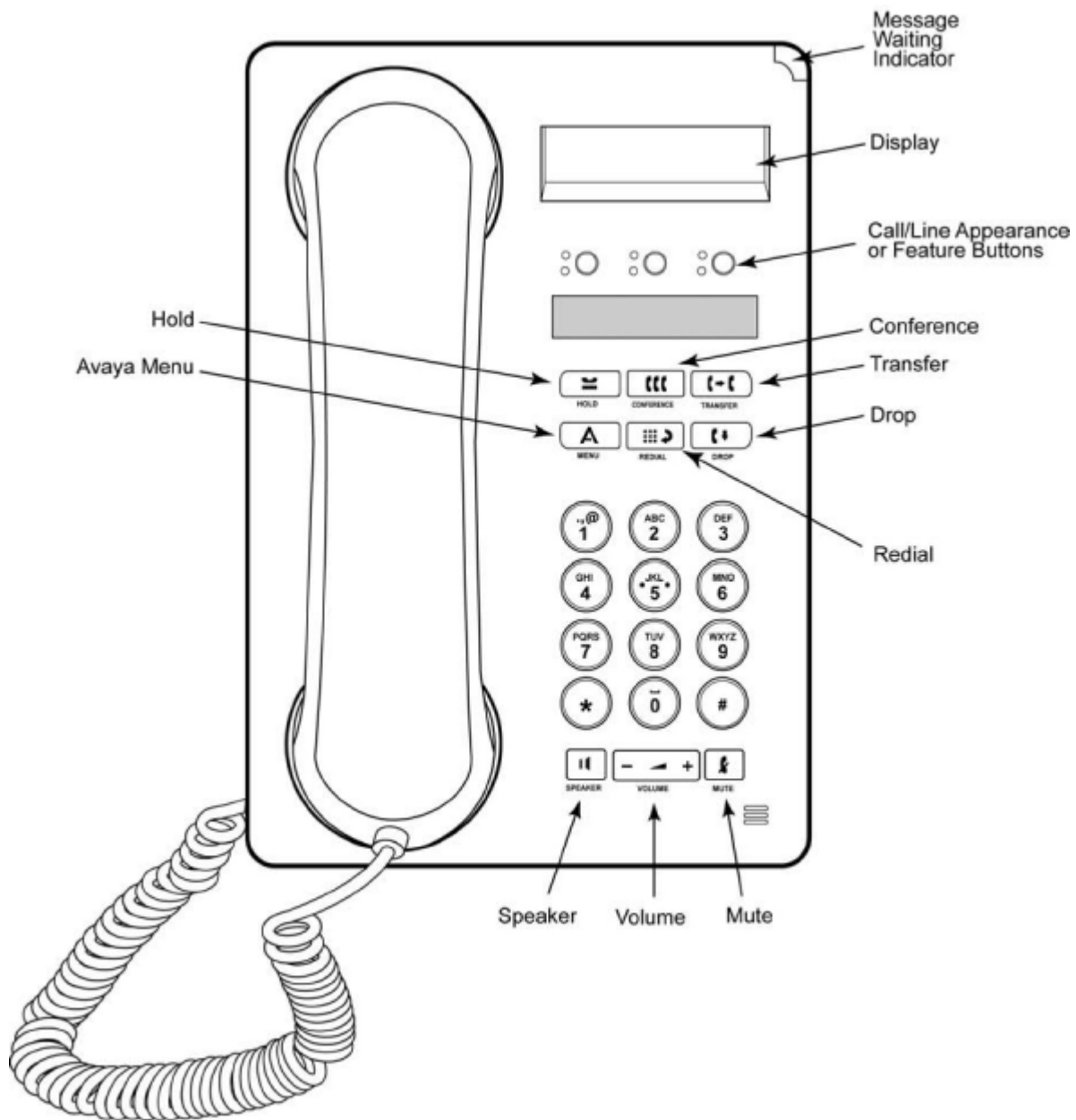
# The Phone





# 1. The Phone

This guide covers the operation of 1603 telephone on a IP Office telephone system. Note that 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.



Name	Description
<b>Message Waiting Indicator</b>	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.
<b>Avaya Menu</b>	Press the <b>A</b> button to access the Avaya menu. Press the A 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.
<b>Redial</b>	Press <b>Redial</b> to dial the last number you dialed.
<b>Hold</b>	Press <b>Hold</b> to put the active call on hold.
<b>Conference</b>	Press <b>Conference</b> to add another party to an existing call.
<b>Transfer</b>	Press <b>Transfer</b> to transfer a call to another number.
<b>Drop</b>	Press <b>Drop</b> to drop the active call. While on a conference call, press <b>Drop</b> to drop the last person added to the conference call.
<b>Volume</b>	Press + or - on the volume button while active on the handset or speaker to adjust the volume. To adjust the volume of the ringer, press + or - on the volume button while the handset and speaker are inactive.
<b>Mute</b>	Press <b>Mute</b> to mute a call in progress. To take a call off mute, press <b>Mute</b> again.
<b>Speaker</b>	Press <b>Speaker</b> to use the speakerphone. To take a call off speakerphone, lift the handset.
<b>Feature Buttons and Appearance Buttons</b>	There are 3 buttons that can be programmed by the system administrator as either call appearance buttons or feature buttons. Press a call 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 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.

## 1.1 Important Safety Information

- **! Warning:** This handset may pickup small metal objects such as metal pins or staples.
- During a power surge, EFT or ESD, calls may be dropped. After a power surge, EFT or ESD, it is normal for the phone to restart.
- Using a cell phone, mobile phone, GSM phone or two-way radio in close proximity to an Avaya telephone might cause interference.
- The phone should not be connected directly to the outdoor telecommunication network.

## 1.2 About LEDs

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

**Table 1. Appearance Button LEDs**

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

**Table 2. Feature Button LEDs**









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

---

## 1.3 About Icons

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.

**Table 3. Icons in the Telephone Display**

Icon	Description
	Call forward or Send All Calls 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.
	Scroll up or down for other options.

## 1.4 About Paper Labels

Next to each button is a paper label. The label identifies 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.**

# **Basic Telephone Operation**

---

## 2. Basic Telephone Operation

### 2.1 Making a Call

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

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

### 2.2 Redialling a Number

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

### 2.3 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.

Answer an incoming call in the following ways:

- If you are not on another call, lift the handset, or press the call appearance button whose green LED flashes for the incoming call, or press **Speaker** to answer using the speakerphone.
- If you are on another call, press the call appearance button whose green LED flashes for the incoming call.
  - If the **Auto Hold** 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.

## 2.4 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.

## 2.5 Putting a Call on Hold

1. Press **Hold** to put your active call on hold. The fast blinking green LED next to the call appearance button indicates the call is on hold.
2. To resume the call, press the call appearance button to resume the call.

## 2.6 Transferring a Call

1. If the call you want to transfer is not your active call, press the call appearance button for the call you want to transfer.
2. Press **Transfer**.
  - The very fast blinking green LED next to the call appearance button indicates the call is being transferred.
3. Dial the telephone number.
  - To transfer the call to a call that is on hold, press the call appearance button for the call that is on hold.
4. Press **Transfer** again or hang up to complete the transfer.

---

## 2.7 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 **Conference**.
  - Note: The very fast blinking green LED next to the call appearance button indicates the call is being conferenced.
2. Dial the telephone number.
3. Press **Conference** to add the person to the existing 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 **Hold** during a conference call. The blinking green LED next to the call appearance button indicates the conference is on hold.
2. To resume the call, press the call appearance button to resume the call.

### Dropping a person from a conference call

1. While active on a conference call, press **Drop**.
2. Press **#** to drop the person shown, press **\*** to view the next person.

## 2.8 Getting Your Messages

A red light on the upper right-hand corner of your telephone indicates 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. Once you are logged in, follow the voice prompts from your voice mail system.



## 2.9 The 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.

A-Menu	Option	Description
<b>Screen</b>	<b>Bright</b>	Adjust the display brightness.
	<b>Contrast</b>	Adjust the display contrast.
	<b>Visual Alert</b>	Turn on or off the flashing of the message lamp when an incoming call is waiting to be answered.
<b>Sounds</b>	<b>Ring Type</b>	Select the noise used for ringing.
	<b>Clicks</b>	Turn on or off the clicks heard when moving around the phone's menus.
	<b>Tones</b>	Turn on or off the error tone sometimes heard when using the phone's menus.
<b>Advanced</b>	<b>Backup</b>	Force a manual backup of your phone settings.
	<b>Restore</b>	Force a manual restore of your phone settings.
	<b>Handset</b>	Turn on or off automatic gain control for the handset.
	<b>Speaker</b>	Turn on or off automatic gain control for the speaker.
	<b>Language</b>	Select a language for the phone menus. The languages available will depend on those installed.
<b>Network Info</b>	<b>Audio info</b>	Display information about the current call.
	<b>IP Info</b>	Display the phones current IP address settings and similar information.
	<b>QoS</b>	Display the QoS settings being used by the phone.
	<b>Interface</b>	Display the current settings of the phones ethernet LAN connections.
<b>Log Out</b>		Unregister the phone from the telephone system. We recommend that this option is not used. Use the telephone systems own login and logout controls. Consult with your system administrator.



# Chapter 3.

## Document History

---

### 3. Document History

Date	Issue	Changes
14th January 2015	04a	<ul style="list-style-type: none"><li>• Source restructure for Japanese rebranding.</li></ul>
22nd January 2015	04b	<ul style="list-style-type: none"><li>• Continued source restructure for Japanese language.</li></ul>
15th April 2015	04c	<ul style="list-style-type: none"><li>• Fixed search issue with HTML version of document.</li></ul>



Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

© 2015 Avaya Inc. All rights reserved.