

Avaya 1220/1230 IP Deskphone



Message Waiting / Incoming Call Indicator

1

AVAYA

2

Line / Speed Dial keys

4 button phone – 1220 IP
10 button phone – 1230 IP

3

Display Screen

4

Context Sensitive Soft keys (self labeled)

20

Enter key

19

Conference

18

Services key

17

Quit key

16

Navigation keys

15

Volume Control keys

5

Message / Inbox

6

Redial key

7

Directory key

8

Goodbye key

9

Applications key

10

Headset key

11

Hold key

Mute key

Handsfree key

Dialpad

14

13

12





AVAYA 1220 IP and 1230 IP Desk phones

1: Message Waiting/ Incoming Call Indicator – When a message is waiting or there is an incoming call, the RED **Message Waiting/Incoming Call Indicator** located at the top center of the IP Desk phone **flashes**. The flash cadence each alert is different.

Note: You may also hear an audio Message Waiting Indicator (the analog phone: has a stutter or beeping dial tone) when you go off-hook.

2: Line/Speed Dial keys – Keys on each side are LCD self-labeled line or programmable feature keys, these keys function as line (DN) keys. Press **Left or Right arrow keys** to access the second page of feature keys. This feature is called Second Page functionality.

3: Display Screen - Screen displays soft numbers programmed. Adjust the display screen contrast.

Press the **Services** key, select Telephone Options and select Contrast adjustment. To increase or decrease the display contrast level, press the Left or Right keys. Press the **Select soft key** to save the changes and return to the Telephone Options menu. Or Press the **Cancel soft key** to cancel modifications.

4: Context Sensitive Soft keys (self-labeled) - The soft key label is dynamic and depends on the active Feature. The label length is a maximum of six characters.

5: Message In/Box - When this feature is enabled, you may access your voice mail, either by pressing the

Messages/**In key**, or by dialing your voice mail access number, voice mail soft keys are displayed that let you perform various actions for your messages.

6: Redial key - Press the redial key to access the redial list. Redial list logs up to 20 outgoing calls. When the list is full, the system overwrites the oldest entry. Use the Redial list feature to review calls made and to redial numbers.

The Redial list contains:

- the last and first names of the dialed party (if available)
- the DN of the dialed party
- the time and date of the last occurrence of the call.

Note: If the caller name is not defined, then only the telephone number is displayed.

Entries in the redial list are sorted based on the time of the call. To access the Redial List, press the **Directory** key and select **Redial List**. Alternatively, you can press the **Outbox (Redial) key**. If password control is enabled, you must enter your SCPW at the prompt.



- 7: Directory key** - The **Directory key**, provides access to the **Personal Directory**, **Redial List**, and Callers List. Press the **Redial key** to access the redial list. Press the **Message** key to access your voice mailbox when the message waiting indicator flashes. Press the **Directory key** to access directory services. **Personal Directory** you can store up to **100 contacts** of your choice.
- 8: Goodbye key** - To end the call, return the handset to the cradle or press the **Goodbye key**. Terminating a hands free call – Press the **Goodbye key**.
- 9: Applications key** – To access external server applications. (n/a)
- 10: Headset key** - If the headset is connected, press the **Headset key**.
- 11: Hold key** - Press the **Hold key** to put the current call on hold.
- 12: Dial pad** - The Live Dial pad option activates the Primary DN key when you make a call by dialing a directory number on the dial pad without picking up the handset or pressing the **Hands free** key.
- 13: Hands free key** - Switching from handset mode to **hands free**. Press the **Hands free key** then replace the handset.
- 14: Mute key** - If the Mute key is enabled, press the Mute key to listen to the receiving party without transmitting your voice. Press the Mute key again to return to two-way conversation. The Mute key applies to hands free, handset, and headset microphones. The Mute LED indicator, located on the Mute key, flashes to indicate that the microphone is muted.
- 15: Volume Control keys** – To adjust the ringer, speaker, handset and headset volume.
- 16: Navigation keys** - Used to scroll through menus and lists appearing on the LCD display screen.
Password Admin – menu is not available on all Avaya 1220 IP “Desk phones. Consult your system administrator.
- 17: Quit key** - Press the **Quit key** to exit an active menu or dialog box. The status of the active call remains unaffected if you press the **Quit key**.
- 18: Services key** - Press the Services key twice to access the Local Tools menu, and use the navigation keys to access the following items:
- 1. Preferences
 - 2. Local Diagnosis
 - 3. Network Configuration
 - 4. Lock Menu
- If you attempt to access the Local Tools menu and a dialog box appears that prompts you for a password, contact your system administrator.
- 19: Conference key** – Press the **Conference key** to initiate a conference call.
- 20: Enter key** – Press the **Enter key** at the center of the Navigation key cluster, to confirm menu selections. In most menus, you can use the **Enter** key instead of the **Select** or **OK** soft key.



***** Phone adjustment** – Attach the foot stand in the appropriate slots, depending on the desired angle of your IP Phone.

If you insert Foot stand into the upper slots, your IP Phone sits at a 25-degree angle. If you insert the foot stand into the lower slots, your IP Phone sits at a 55-degree angle.

1. Align the bottom tabs on the foot stand with the position 1 slots or the position 2 slots on the back of the IP Phone.
In position 1 the IP Phone sits at a 25-degree angle.
In position 2 the IP Phone sits at a 55-degree angle.
2. Press the foot stand into the slots until it snaps into place.

Connecting the handset – plug end of the handset cord with the short straight section into the handset. Plug the other end of handset into the handset jack marked with the (phone symbol) back of IP Phone.

Connecting the headset – If you have a headset you may plug it into the back of IP Phone marked headset.