

Telecommunications

Quick Reference Guides





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Avaya Guide Sheets

If you have questions or concerns feel free to email
OIT-Telecom@co.pg.md.us or Nick Mielke at
301.883.4720

Avaya Aura Voicemail: Access

How to Dial and Access Your Voicemail



External Access: Dial 301-883-4700

1. Press #
2. Then enter your 5 digit telephone number and password

Internal Access: 14700

- At your desk telephone
 1. Enter your voicemail password & Press #

At another internal users telephone


1. Press * then Press #
2. Enter your 5 digit telephone number and password

Avaya Call Forwarding

How to Forward Your Telephone Calls

Must be activated from your desk telephone

- To Activate
 1. Lift handset for dial tone
 2. Dial *22 or press call forward button
 3. Then enter the number you want to forward
 4. Must include 9 (XXX) XXX- XXXX
 5. Then you will hear confirmation tones consisting of 3 beeps
- To Deactivate
 1. Lift handset for dial tone
 2. Dial #22 or press call forward button
 3. Then you will hear confirmation tones consisting of 3 beeps

- From your desktop, double-click on the Avaya One-X Communicator icon: 
- Locate the **"Menu"** button (see below) and click once to display.
 - Click on **"Settings"** to display the **"General Settings"** window



Click on **"H.323"** to select

- Click on **"OK"**
- Follow the prompts to complete the modification.
- **Log On** to confirm changes.

Avaya One-X Communicator

The One-X Communicator is reserved for the call center usage only.

Displaying and/or Modifying The General Settings

NOTE: The **General Settings** **cannot** be changed while the Avaya One-X Communicator softphone is launched or in use. To logoff, locate the **"Menu"** button.



Quick Tips To A Successful Audio Conference

The Avaya Audio Conference Bridge feature includes the following options:

- Available 24/7
- Can also be used for reoccurring conferences
- With a capacity of 150 participants (if a larger audience is required the request must be entered through an EasyVista ticket)
- Internal Dialing #: 16600
- External Dialing #: 301-883-6600

*Benefits of the Moderator PIN:

- **Participant PIN #**
- **Moderator PIN #**

The **“Moderator PIN”** is equipped with commands that “control” the conference. View the commands listed in the table to the right

Name	Description	Keys
Dial out to add a user to the conference	Dial out to a participant via telephone	*1
Toggle entry/exit tones	<p>Entry tones off: The moderator and participants do not hear a tone when someone joins or leaves the conference</p> <p>Entry tones on: The moderator and participants hear a tone when someone joins or leaves the conference (default)</p>	*4
Toggle Lecture Mode	In Lecture Mode, audio is muted for all the participants except the moderator	*5
Toggle lock conference	<p>Conference locked: When the conference is locked, participants cannot join the audio conference</p> <p>Conference unlocked: When the conference is unlocked, participants can join the audio conference (default)</p>	*7
Allow conference to continue after moderator leaves the conference	<p>Continuation off: The conference ends within two (2) minutes after the last moderator leaves the conference</p> <p>Continuation on: The conference does not end when the last moderator leaves (The default)</p>	*98
End Conference	After you press ##, you hear a prompt: “Press 1 to confirm that you want the conference to end immediately” If you press 1, the conference ends	##
Count Participants	Counts the number of active participants in the audio conference and announced to host via voice	6 *#

Reference Cards

EC500 Pocket Reference Cards An Easy Way to Remember EC500 Information

AVAYA

EC500 User's Pocket Card

Work or Office Extension: your 5 digit ext

EC500 Access #: 301-883-6540

EC500 Feature Access Codes (FAC)

Enable FAC: *32

Disable FAC: #32

To enable/disable EC500:

1. Dial your EC500 Access Number.
2. Enter the applicable FAC, then your Work/Office extension number.
3. Press # and enter your Station Security Code, then press # again.

Note: Station Security Code is the same as work/office extension number

4. Hear confirmation tones.

Keep with your cell phone

AVAYA

EC500 User's Pocket Card

Work or Office Extension: your 5 digit ext

EC500 Access #: 301-883-6540

EC500 Feature Access Codes (FAC)

Enable FAC: *32

Disable FAC: #32

To enable/disable EC500:

1. Dial your EC500 Access Number.
2. Enter the applicable FAC, then your Work/Office extension number.
3. Press # and enter your Station Security Code, then press # again.

Note: Station Security Code is the same as work/office extension number

4. Hear confirmation tones.

NOTE: Prior Administrator Programming and EasyVista Ticket Required to Access to Feature