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Avaya 700504843

Avaya 1616-I IP Telephone User Manual

Model: 700504843

PRODUCT OVERVIEW

The Avaya 1616-I IP Telephone is designed for users who manage a high volume of calls, requiring quick access to multiple line appearances and features. It provides extensive one-touch access to lines, features, and speed-dial buttons, minimizing the need for on-screen navigation.



Image: Front view of the Avaya 1616-I IP Telephone, showcasing its black finish, large display, and array of programmable buttons and a standard numeric keypad. The handset rests securely on the cradle.

Key Features

- Supports 16-line appearances/feature keys with dual LEDs.
- High-quality 2-way speakerphone.
- Desk or wall mountable with optional wall mount adapter.
- Dual Ethernet ports for connection of phone and collocated PC with VLAN separation.
- Powered via 802.3af Power over Ethernet or optional 5V local power supply.

SETUP

Package Contents

- Avaya 1616-I IP Telephone Unit
- Handset
- Handset Cord
- Ethernet Cable
- Desk Stand (pre-attached or separate)

Initial Connection

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the back of the telephone unit. Ensure a secure connection.
2. **Connect to Network/Power:**
 - PoE (Power over Ethernet):** Connect one end of the Ethernet cable to the "LAN" port on the back of the telephone and the other end to a PoE-enabled network switch or router. The phone will power on automatically.
 - External Power Supply (Optional):** If not using PoE, connect an optional 5V local power supply (sold separately) to the power port on the back of the telephone, then plug the power supply into a standard electrical outlet. Connect the Ethernet cable from the "LAN" port to your network switch/router.
3. **Connect PC (Optional):** If you wish to connect a computer through the phone, connect an Ethernet cable from your PC to the "PC" port on the back of the telephone.
4. **Initial Boot-up:** The phone will begin its boot-up sequence. This may take a few moments as it obtains an IP address and connects to your IP PBX system. The display will show "AVAYA" and then system information.

OPERATING INSTRUCTIONS

Basic Call Functions

- **Making a Call:** Lift the handset or press the **SPEAKER** button. Dial the desired number using the keypad. Press **#** or wait for the call to connect.
- **Answering a Call:** Lift the handset, press the flashing line appearance button, or press the **SPEAKER** button.
- **Ending a Call:** Replace the handset or press the **PHONE/EXIT** button.

Advanced Features

- **Hold:** During an active call, press the **HOLD** button. The line appearance button will flash. To retrieve the call, press the flashing line appearance button again.
- **Transfer:** During an active call, press the **TRANSFER** button. Dial the number to which you want to transfer the call. You can either wait for the party to answer and announce the call (consultative transfer) or press **TRANSFER** again immediately (blind transfer).
- **Conference:** During an active call, press the **CONFERENCE** button. Dial the number of the third party. Once connected, press **CONFERENCE** again to join all parties.
- **Mute:** Press the **MUTE** button during a call to mute your microphone. The button's LED will illuminate. Press again to unmute.
- **Volume Adjustment:** Use the **VOLUME** buttons (+ and -) to adjust the handset, speaker, or ringer volume.
- **Redial:** Press the **REDIAL** button to call the last dialed number.
- **Call Log:** Press the **CALL LOG** button to view recent incoming, outgoing, and missed calls.
- **Contacts:** Press the **CONTACTS** button to access your stored directory.
- **Message:** Press the **MESSAGE** button to access your voicemail. The LED will flash when new messages are available.

MAINTENANCE

- **Cleaning:** Use a soft, slightly damp cloth to clean the phone's surface. Avoid abrasive cleaners or excessive moisture. Do not spray cleaners directly onto the phone.
- **Handset Cord:** Periodically check the handset cord for kinks or damage. Replace if necessary to ensure clear audio.
- **Ventilation:** Ensure the phone is placed in a location with adequate ventilation to prevent overheating.
- **Environmental Conditions:** Avoid exposing the phone to extreme temperatures, direct sunlight, or high humidity.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE or external power supply.	Check Ethernet cable connection to PoE switch. If using external power, ensure power supply is connected and outlet is active.
No dial tone.	Network connectivity issue or PBX registration failure.	Verify Ethernet cable is securely connected. Restart the phone by unplugging and re-plugging the power/Ethernet cable. Contact your system administrator if the issue persists.
Cannot hear caller / Caller cannot hear me.	Volume too low, mute activated, or faulty handset/headset.	Adjust volume using the VOLUME buttons. Check if the MUTE button LED is off. Test with speakerphone or a different handset/headset if available.

Problem	Possible Cause	Solution
Display is blank or frozen.	Software glitch or power interruption.	Perform a power cycle: Disconnect power/Ethernet for 10 seconds, then reconnect.

Contact Support

If troubleshooting steps do not resolve the issue, please contact your IT department or Avaya support for further assistance.

SPECIFICATIONS

Feature	Detail
Model Number	700504843
Product Dimensions	10.24 x 3.54 x 11.42 inches
Item Weight	1.98 pounds (approx. 900 Grams)
Display	4" / 9 cm visible screen diagonal
Line Appearances	16 with dual LEDs
Speakerphone	High-quality 2-way
Ethernet Ports	Dual (LAN and PC)
Power Source	802.3af Power over Ethernet (PoE) or optional 5V local power supply
Color	Black

Environmental Requirements

- Operating Temperature: 0°C to 40°C (32°F to 104°F)
- Relative Humidity: 5% to 95% non-condensing

WARRANTY AND SUPPORT

Warranty Information

This Avaya product typically comes with a standard manufacturer's warranty. Please refer to the warranty card included with your purchase or visit the official Avaya website for specific terms and conditions regarding warranty coverage, duration, and claims procedures. Keep your proof of purchase for warranty purposes.

Technical Support

For technical assistance, software updates, or advanced configuration, please contact your authorized Avaya reseller or your organization's IT support team. Official Avaya support resources, including documentation and

FAQs, may also be available on the Avaya support portal.



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