Avaya 6408D0

Avaya 6408D+ Definity PBX Phone User Manual

1. INTRODUCTION

This manual provides essential instructions for the setup, operation, and maintenance of your Avaya 6408D+ Definity PBX Phone. Please read this guide thoroughly to ensure proper use and to maximize the functionality of your device. This phone is designed for use with Avaya Definity and Avaya IP Office Phone Systems.

2. PRODUCT OVERVIEW

The Avaya 6408D+ is a digital PBX phone featuring a 2-line by 24-character display and eight programmable call appearance/feature buttons. It includes a two-way speakerphone for hands-free communication.

Figure 1: Avaya 6408D+ Definity PBX Phone

Key Features:

- **Display:** 2-line, 24-character tilt LCD display for time, date, and call information.
- **Buttons:** Eight programmable call appearance/feature buttons.
- **Speakerphone:** Integrated two-way speakerphone.
- **Compatibility:** Designed for Avaya Definity and Avaya IP Office Phone Systems.
- **Keypad:** Programmable keypad for customized functions.

3. SETUP

Follow these steps to set up your Avaya 6408D+ phone:

1. **Unpack:** Carefully remove all components from the packaging.
2. **Connect Handset:** Plug the coiled cord from the handset into the designated port on the side of the phone base.
3. **Connect Line Cord:** Connect one end of the line cord to the port labeled 'LINE' or 'TELCO' on the back of the phone. Connect the other end to the wall jack provided by your PBX system.
4. **Power Connection:** The phone typically draws power directly from the PBX system via the line cord. No separate power adapter is usually required.
5. **Positioning:** Place the phone on a stable, flat surface. Adjust the display tilt for optimal viewing if applicable.

Note: For initial system configuration or advanced setup, consult your system administrator or the Avaya Definity/IP Office system documentation.

4. OPERATING INSTRUCTIONS

4.1 Basic Call Functions

- **Making a Call:** Lift the handset or press the **Speaker** button. Dial the desired number using the keypad.
- **Answering a Call:** When the phone rings, lift the handset or press the flashing call appearance button, or press the **Speaker** button.
- **Ending a Call:** Replace the handset or press the **Speaker** button again if in speakerphone mode.

4.2 Using Feature Buttons

The eight buttons adjacent to the display are programmable feature buttons. Their functions are determined by your PBX system configuration. Common functions include:

- **Call Appearance:** Used to make or receive calls on a specific line.
- **Hold:** Places an active call on hold.
- **Transfer:** Transfers an active call to another extension or external number.
- **Conference:** Initiates a conference call (supports 2-way conferencing).
- **Redial:** Dials the last number called.
- **Mute:** Mutes your microphone during a call.

Consult your system administrator for a list of programmed features on your specific phone.

4.3 Speakerphone Operation

To use the speakerphone, press the **Speaker** button. The indicator light will illuminate. You can then speak and listen without lifting the handset. Press the **Speaker** button again to end the call or switch to the handset by lifting it.

4.4 Display Information

The 2-line display shows various information, including:

- Current time and date.
- Caller ID information (if available and configured by your PBX system).
- Call duration during an active call.
- Feature prompts and status messages.

5. MAINTENANCE

To ensure the longevity and proper functioning of your Avaya 6408D+ phone, follow these simple maintenance guidelines:

- **Cleaning:** Use a soft, slightly damp cloth to clean the phone's exterior. Avoid abrasive cleaners, solvents, or excessive moisture. Do not spray cleaners directly onto the phone.
- **Display Care:** Gently wipe the display with a soft, lint-free cloth. Avoid pressing hard on the display.
- **Environment:** Keep the phone away from direct sunlight, excessive heat, humidity, and dust.
- **Cord Management:** Ensure cords are not tangled or pinched, which can cause damage.

6. TROUBLESHOOTING

If you encounter issues with your Avaya 6408D+ phone, try the following basic troubleshooting steps:

- **No Dial Tone:**
  - Check that the line cord is securely connected to both the phone and the wall jack.
  - Ensure the handset cord is properly connected.
  - If using a multi-line system, ensure the correct line appearance button is selected.

- **Display Not Working:**
  - Verify all connections are secure.
  - The display may require a slight tilt adjustment to be visible.

- **No Sound from Speakerphone:**
  - Ensure the **Speaker** button is illuminated.
  - Check the volume settings on the phone.

- **Buttons Unresponsive:**
  - Disconnect the phone from the wall jack for a few seconds, then reconnect it. This can sometimes reset the device.

If these steps do not resolve the issue, please contact your system administrator or IT support for further assistance. Do not attempt to open or repair the phone yourself, as this may void any applicable warranty.

7. SPECIFICATIONS

Feature	Specification
Model Number	6408D0
Brand	Avaya
Color	White
Telephone Type	Corded
Power Source	Corded Electric (typically PBX powered)
Dialer Type	Single Keypad
Answering System Type	Digital

Conference Call Capability	2-way
Multiline Operation	Multi-Line Operation
Caller Identification	No (as per product specifications, may vary by PBX system)
Item Weight	3 Pounds
Package Dimensions	9.3 x 8.5 x 5 inches

8. WARRANTY AND SUPPORT

Warranty information for the Avaya 6408D+ Definity PBX Phone is typically provided at the point of purchase or through your telecommunications service provider/system administrator. Please refer to your purchase documentation for specific warranty terms and conditions.

For technical support, advanced configuration, or service inquiries, please contact your organization's IT department or the authorized Avaya service provider responsible for your PBX system. Avaya's official website may also provide general support resources and documentation.