Avaya one-X™ Deskphone SIP for 9630/9630G IP Telephone User Guide

16-601946
Issue 4
November 2009

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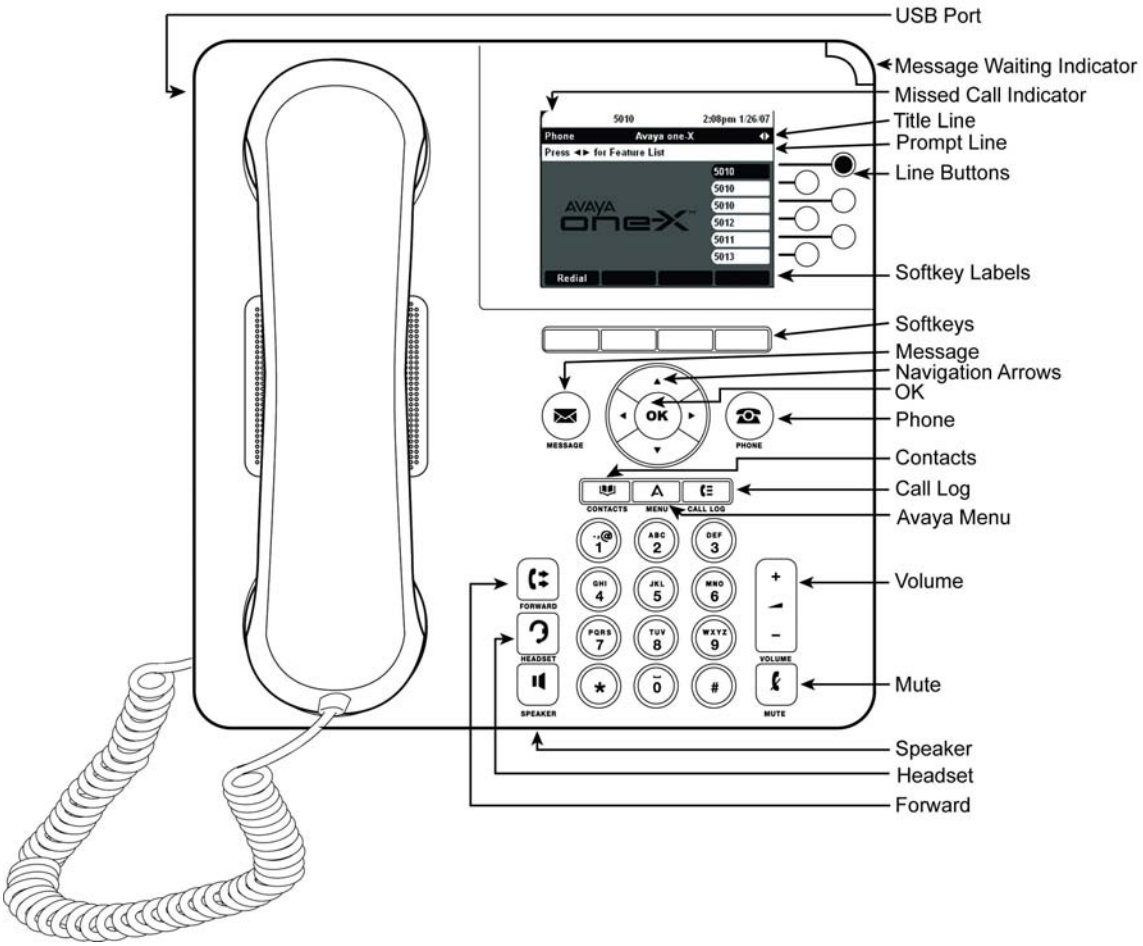
Chapter 1: Introduction to the 9630/9630G SIP IP Telephone

Your telephone provides many features, including a Phone screen to view and manage your calls, a Call Log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your voicemail.

The "G" designation in 9630G means this telephone model has a built-in Gigabit Ethernet adapter which speeds data transmission. A telephone with the "G" designation is otherwise identical to its 9630 counterpart in terms of features and functionality.

Not all functions and features described in this user guide may be available on your telephone. If you find that a function or feature is not available, please contact your system administrator.

Overview



The following table provides button/feature descriptions for the 9630/9630G SIP telephone.

Name	Description
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Configuring visual alerts on page 16 is enabled, this light flashes when you receive an incoming call.
Missed Call Indicator	The icon on the **Call Log** button is illuminated when you have missed calls. The top line shows the **Missed Call** icon and the number of calls missed.
Prompt Line	View the prompt line to see helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus..
Line Buttons	The six line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Line buttons also indicate if a feature is enabled or disabled in the Feature view.

Name	Description
Softkeys	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.
Message	Press the **Message** button to connect directly to your voicemail system.
Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.
OK	Press the **OK** button for a shortcut to an action. For example, when you select a call log entry, pressing **OK** dials the number.
Phone	Press **Phone** to view and manage your calls.
Contacts	Press **Contacts** to view the entries in your Contacts list.
Call Log	Press **Call Log** to view a list of your outgoing, incoming, and missed calls.
Avaya Menu	Press **Avaya Menu** to configure options and settings, access the browser, log out, or view network information.
Volume	Press **Volume** to adjust the volume of the handset, headset, speaker, and ringer.
Headset	Press **Headset** to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
Mute	Press **Mute** to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press **Speaker** to use the speakerphone. To take a call off speakerphone, lift the handset.
Forward	Press **Forward** to display the Forwarding menu.

Scrolling and navigation

When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the up and down navigation arrows to scroll up or down through lists; holding either arrow for a few seconds produces a fast scroll. Use the right and left navigation arrows to move between the Phone screen and Features list. Go to other screens when the paging icon

(left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected. For non-color phones, the selected line is highlighted in black with white letters. The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

You can also select a line or feature without scrolling by pressing the corresponding line button.

About icons

The icons in the following table indicate the state of a call, navigation choices, or the status of a contact whose presence you are tracking.

Icon	Description
	Missed call; a call was not answered or was forwarded to voice mail.
	Incoming call is ringing.
	Call is active.
	Call is on hold.
	Your calls are being forwarded.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when there is more information than can display in the application area.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the **Volume** button until the volume turns off. To reinstate volume, press + on the **Volume** button.
	Presence icon signifying this contact is available; the contact whose presence is indicated is registered (logged in) and that phone is in an idle state.

Icon	Description
	Presence icon signifying this contact is currently on his or her phone; Busy indicator.
	Presence icon indicating this contact is not logged in (unregistered).
	Presence icon indicating this contact's phone is busy with the Send All Calls feature active. This icon also designates that a feature is not available at this point of a call.
	Presence icon indicating this contact is away from the telephone.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and not available.
	Team icon indicating this team member is not on a call but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover on page 63 for information.
★	This contact or feature is designated a "favorite." See Setting up favorites on page 24 for more information.

Presence icons appear when you set up the person whose presence you want to track as a contact and enter a handle (a phone number or URI) for that person.

Administrative Messages

Your administrator can send important messages directly to your telephone, for example, notification of an early office closing due to inclement weather or information about an imminent service interruption.

These types of messages can take any of the following forms:

- a text message streaming across the top display line, accompanied by an audible alert,
- an audio message broadcasting through the Speaker (or the headset if that device is active),

- a Web page display if the Browser is active, or
- an “interrupt” screen notifying you that you are receiving an audio alert, with instructions for canceling the message or resuming your previous activity, such as continuing a call.

While receiving an audio message, you can switch between the Speaker, handset, and headset as desired, can terminate the pushed audio content by “going on-hook,” and can adjust the volume, as you normally would during a call.

Telephone stand

Your telephone can be placed in two positions, a lower position and an upright position. You can adjust the display screen to different angles. To move the display screen, gently pull from the top of the display screen towards you. As you pull the screen towards you, you will hear a clicking sound. Each of these clicks is a locking position for the display screen. Gently push on the display screen to adjust the screen to a previous position.

If your phone is in the upright position, reverse the tab located below the switchhook in the top ear piece pocket (on the front of the phone). This will keep the handset seated in the correct position. You will need a small screwdriver to lift this tab out.

Chapter 2: Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Avaya Menu button, you see the following menus, depending on how your administrator has set up your system and on the applications available to you:

- Options & Settings...
- Browser...
- Network Information...
- About Avaya one-X
- Log Out

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone.

About Avaya one-X provides the release number of your telephone software.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in.

Note:
The sub-menus that appear depend on how your extension was administered. Some options or sub-menus may not be available.

Options & Settings

The Options & Settings menu contains choices for:

- Call Settings...
- Assign Speed Dial Entries...
- Assign Favorites Entries...
- Application Settings...
- Screen & Sound Options...

- Language and Region...
- Advanced Options...

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Assign Speed Dial Entries lets you assign speed dial numbers to up to ten contacts, so you can press a single digit to initiate a call to that person. See Setting up speed dialing on page 24 for more information.

Assign Favorites Entries lets you build a list of up to nine favorite contacts or features. See Setting up favorites on page 24 for more information.

Application Settings includes choices for personalizing button labels, turning call logging on or off and including bridged calls in your call log.

Screen & Sound options includes choices for adjusting your phone's brightness and contrast, ring pattern, background logos, and button clicks and tones.

Language and Region settings includes choices for setting the display language and the time format.

Advanced Options includes choices for integrating other applications like Microsoft® Exchange Server with your phone. You can also set AGC (Automatic Gain Control) for your headset, handset, and/or speaker audio.

Setting the Phone Screen on calling

Set Phone Screen on Calling to Yes to automatically display the Phone screen when you place a call.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Phone Screen on Calling.
7. Press **Change** or **OK** or use the right or left navigation arrows to set the option to Yes or No.
8. Press **Save**.

Setting the Phone Screen on ringing

Set Phone Screen on Ringing to Yes to automatically display the Phone screen when you get an incoming call.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Phone Screen on Ringing.
7. Press **Change** or **OK** or use the right or left navigation arrows to set the option to Yes or No.
8. Press **Save**.

Setting redial options

You can set Redial to dial the last number you dialed or to display a list of the last numbers you dialed.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Redial.
7. Press **Change** or **OK** or the **Right/Left Arrows** to toggle between One Number and List.
8. Press **Save**.

Configuring call timers

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Display Call Timers.
7. Press **Change** or **OK** or use the **Left/Right** arrows to change the setting.
8. Press **Save**.

Configuring visual alerts

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Visual Alerting.
7. Press **Change** or **OK** or use the **Right/Left** arrows to turn Visual Alerting on or off.
8. Press **Save**.

Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call. If your system administrator has set up auto-answer, incoming calls are also

answered on the default audio path you designate here. This setting also determines whether the Voice Dialing feature gets its input from the Speaker or the Headset.

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select **Default Audio Path**.
7. Press **Change** or **OK** or use the **Right/Left** arrows to change the Speaker or Headset setting.
8. Press **Save**.

Setting dialing options

Your phone has two dialing options. You can dial as you normally would, for example, pick up the handset, get a dial tone, and dial the number you want (on-hook dialing). Or, you can set "edit dialing" which mimics how you dial a call on a cell phone - you can enter all or part of the number, backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

Note:
Edit dialing may not be available to you, depending on how your system is administered.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Dialing option.

   If your telephone does not display this option, your administrator has not made this feature available.
7. Press **Change** or **OK**or the **Right/Left Arrows** to toggle between On-hook and Editable.

When on-hook dialing is in effect, dialpad (edit dial) searches are not available.

8. Press **Save**.

Personalizing button labels

You can change the labels that are displayed for your extensions, features, and system numbers or speed dial buttons. For example, you can change the label for your extension to "My Line." You cannot edit Autodial buttons labels using this procedure. For information, see Assigning labels to pre-assigned (Autodial) numbers on page 52.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Application Settings.
5. Press **Select** or **OK**.
6. Select Personalize Labels...
7. Press **Select** or **OK**.
8. Select the label you want to edit.

   If the label you want to edit is on the Features menu, scroll right to access the Features menu, and select the label you want to edit. If the label you want to edit is on the System Numbers menu, scroll right twice to access the System Numbers menu and select the label you want to personalize.
9. Press **Edit**.
10. Edit the label using up to 13 characters.

    Press **More** then **Clear** to clear all text fields and start over.
11. Press **Save** or **OK**.
12. You may revert back to the default button labels by selecting **Avaya Menu** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels** and pressing **Default**.

Adjusting the brightness or contrast of the display

1. Press **Avaya Menu**.
2. Select Options & Settings...

3. Press **Select** or **OK**.
4. Select Screen & Sound Options...
5. Press **Select** or **OK**.
6. Select Brightness or Contrast.
7. Press **Select** or **OK**.
8. Select Phone or an SBM24 button module, as applicable.
9. Scroll to the right or left to adjust the brightness or contrast.
10. Press **Save** or **OK**.

Turning button click sounds on and off

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Button Clicks.
7. Press **Change** or **OK** or use the **Right/Left** arrows to turn sounds on or off.
8. Press **Save**.

Turning error tones on or off

Your telephone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Error Tones.

7. Press **Change** or **OK** or use the **Right/Left** arrows to turn error tones on or off.
8. Press **Save**.

Changing the ring pattern

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Personalized Ringing.
7. After selecting a pattern, press **Play** or **OK** to listen to it.
8. Repeat Steps 6 and 7 until you find the ring pattern you want.
9. Press **Save** to make it your ring pattern.

Changing the background logo

If your system administrator has set up an alternate background choice, you can change the logo your screen displays.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Screen and Sound Options...
5. Press **Select** or **OK**.
6. Select Background Logo.
7. Press **Change** or **OK** or use the **Right/Left** arrows to change the logo.
8. Press **Save**.

Integrating other applications with your phone

If your administrator has set up this option, you can integrate Microsoft applications like the Microsoft® Exchange Server calendar with your phone. Currently, calendaring is the only integration feature available. First, establish your credentials (the user name and password you use for Microsoft Exhange Server email purposes and the location of your Exchange Server), then set your calendar preferences.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Advanced Options...
5. Press **Select** or **OK**.
6. Select Exchange Integration...
7. If you have already set up your credentials and do not want to change them, proceed to Step 9. To establish or change your credentials, select **Credentials** and enter the following:
   - your Microsoft Exchange server email user name,
   - your Microsoft Exchange server email password,
   - the location (domain/ip address) of the server on which Microsoft Exchange runs), and
   - whether you want to be prompted to enter your user name and password every time you access Microsoft Exchange calendaring on your phone; use the **Change** softkey or **Right/Left** arrows to change this setting from No to Yes or Yes or No.
8. Press **Save** or **OK**.
9. To set or change your calendar preferences, select **Calendar** and indicate/enter the following:
   - whether or not you want your phone to activate the calendaring feature; use the **Change** softkey or **Right/Left** arrows to change this setting from Yes to No or No to Yes.
   - whether or not you want your phone to remind you of items on your calendar; use the **Change** softkey or **Right/Left** arrows to change this setting from Yes to No or No to Yes.
   - if you want to be reminded of calendar items, indicate in minutes how far in advance you want to get a reminder for your appointments. For example, setting the value to 120 will cause a popup/reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder/popup to appear five minutes before the start time of appointment. Setting the value to 0 minutes will cause the reminder to be

displayed at the start time of the appointment. To enter minutes, select **More**, then **123** and type the number of minutes.

- whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the Exchange Snooze Timer value to 5 will cause a Reminder popup to reappear five minutes after you have “snoozed” it.
- whether or not you want to hear a tone with a reminder popup window; use the **Change** softkey or **Right/Left** arrows to change this setting from Yes to No or No to Yes.

10. Press **Save** or **OK** to save your settings and preferences.

Note:
When Exchange calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen.

Turning automatic gain control on or off

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Advanced Options...
5. Press **Select** or **OK**.
6. Select Automatic Gain Control...
7. Press **Select** or **OK**.
8. Select the device (Handset, Headset, or Speaker) for which you want to turn AGC on or off.
9. Press **Change** or **OK** or use the **Right/Left** arrows to turn AGC on or off.
10. Press **Save**.

Changing the language

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Language & Region...
5. Press **Select** or **OK**.
6. Select Language....
7. Press **Select** or **OK**.
8. Select a display language.
9. Press **Select** or **OK**.
10. Press **Yes** to confirm the selected language.

Setting the time format

You can change the way the time displays on your screen. The time format is either 12 or 24 hours.

1. Press **Avaya Menu**.
2. Select Options/Settings.
3. Press **Select** or **OK**.
4. Select Language & Region...
5. Press **Select** or **OK**.
6. Select Time Format.
7. Press **Select** or **OK**.
8. Press **Change** or **OK** or use the **Right/Left** arrows to change the time format.
9. Press **Select** or **OK**.

Setting up speed dialing

You can assign speed dial numbers to up to 10 people in your contact list. Then when you want to call a speed dial contact, simply press the number you've assigned to that person.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK.**
4. Scroll to Assign Speed Dial Entries....

   If your telephone does not display the Assign Speed Dial option, your administrator has not made this feature available.
5. Press **Select** or **OK.**
6. To unassign an existing speed dial contact, scroll to the line you want to unassign and press **Clear**. Proceed to the next step to reassign that number.
7. To add a speed dial contact, scroll to the first unassigned line and press the **Assign** softkey or the **OK** button.
8. Scroll to the contact you want to assign and press **Select** or **OK**.
9. Select the telephone number you want to assign.
10. Press the **Save** softkey or the **OK** button.

Setting up favorites

You can create a list of up to nine favorite contacts or features for quick access. The contacts and/or features on your favorites list display as you scroll past your last call appearance.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK.**
4. Scroll to Assign Favorite Entries....

   If your telephone does not display the Assign Favorite Entries option, your administrator has not made this feature available.
5. Press **Select** or **OK.**
6. To add a favorite contact, select an assignment line and press the **Contacts** softkey. To add a favorite feature, select an assignment line and press the **Features** softkey.
7. Scroll to the contact/feature you want and press **Select** or **OK**.

8. If you are assigning a favorite contact, select the telephone number you want to use to call this favorite person.
9. Press **Save**.

Next steps

To call a favorite contact or access a favorite feature, scroll down through your call appearances. When the favorite contact or feature displays, press the applicable softkey or line/feature button to call the person or activate the feature.

Changing the skin

If your system administrator has set up skin choices, you can change the appearance of your screen display.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Screen and Sound Options...
5. Press **Select** or **OK**.
6. Select Skin.
7. Press **Change** or **OK** or use the **Right/Left** arrows to select the skin you want.
8. Press **Select** or **OK**.

Chapter 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.

An incoming call displays as a green line with a ringing bell icon. To answer the call just touch the call appearance line.

Note:

If your telephone is administered with non-typical settings, you may experience call handling differences from the steps described here. Also, note that the phone will auto-scroll in certain instances to present you with significant incoming calls.

If you do not have the Go to Phone Screen on Ringing option enabled, incoming calls are sometimes displayed on the top line of the screen. You can touch the line to answer the call or press the Phone button to view the Phone screen. You must press Phone to choose a line or to view call options.

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset or press the line button next to the incoming call, press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**.

Note:

To automatically display the Phone screen whenever you receive an incoming call, set the Phone Screen on Ringing option to Yes (see Setting the Phone Screen on ringing on page 15.

Sending an incoming call to voice mail

Press **To Vmail** to send an incoming call directly to voicemail.

Ignoring an incoming call

Press **Ignore** to turn off the ringer for an incoming call

Putting a call on hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.

   Note:

   A hold timer may display when you put a call on hold. For more information, see Configuring call timers on page 16 .
4. Press **Resume** or the line button of the held call to retrieve the call. Your system administrator may have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

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 call is muted, the Mute button light is on and the top line displays the Mute icon.

1. Press **Mute** during a call so that the other person cannot hear you.
2. Press **Mute** again to unmute the call.

Transferring a call

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer** or **OK**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**

   Note:
   Unanswered transfers may be returned to your telephone as a recalled transfer. In this case, you hear a priority ring and see the display message `Return` next to the call.

Chapter 4: Making a call

If you are not on a call, simply dial the number you want to call. If your dialing option is set to "editable" you can edit the number as you enter it, then call it using softkeys; see Making a call using edit dialing on page 33 for information. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time.

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Making an emergency call

You do not have to be logged in to make an emergency call. If emergency calling was set up by your system administrator, the Phone screen has an Emergency softkey to immediately connect you with a preset emergency services number.

Important:
During telephone failover (switching between telephone system servers during a system failure) the Emergency softkey may not be available until your telephone is connected with an alternate server, usually within several seconds.

1. Press the **Emerg** softkey. If you do not see an **Emerg** softkey, pick up the handset or press the **Phone** button, then press the **Emerg** softkey.
2. If the telephone prompts "Do you want to make an emergency call?" press the **Yes** softkey.
   Some phone systems will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker and displays “Emergency Call in Progress”.
3. To end the emergency call, press the **End Call** softkey or press the **Speaker** button.

Redialing a number

1. From the Phone screen, press **Redial**.

   The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial. See Setting redial options on page 15 for information on redial settings.

   Note:
   The last number dialed and redial list are cleared if the Outgoing Call Log is cleared.

2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.

   Your system administrator can disable Redial functionality.

Speed dialing a person

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call. Or, if speed dial numbers are assigned to a button module attached to your phone, press the button assigned to the person you want to call.

To assign speed dial numbers to up to 10 contacts, see Setting up speed dialing on page 24

Autodialing a pre-assigned number

Your system administrator may set up frequently called numbers such as Information Technology or the Help Desk as Autodial numbers, so you can dial them with one touch.

1. From the Phone screen, scroll right twice to display the System Numbers menu.

To assign labels to or edit labels for your Autodial numbers, see Assigning labels to pre-assigned (Autodial) numbers on page 52

2. Select the number you want to call.
3. Press the **Call** softkey or the **OK** button.

Making a call using edit dialing

Prerequisites

Edit dialing works just like making a call on your cell phone - just start entering the number without hearing a dial tone. Using softkeys, you can change the number/character format or backspace to "edit" the number before actually dialing it.

1. From the Phone screen, enter the number you want to call.
2. To edit the number press the **Bksp** softkey to erase the previous character, one character at a time. To remove the entire number, press **Clear**. To change the character format press the **123/abc** softkey.
3. Press **Call** or **OK**.

Calling a person from the contacts list

1. Press the **Contacts** button.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

Calling a person from the call log

1. Press the **Call Log** button.
2. Select the person or number you want to call.
3. Press the **Call** softkey or the **OK** button.

Calling a person from the directory

If your administrator has set up a company directory you can use the Contacts button to search through the directory, then call the person you found.

Note:
Use the Contacts button on the phone to initiate either a directory search as described here or to find a contact on your personal Contacts list. To locate a person on your Contacts list, see Searching for a contact on page 41.

1. Press **Contacts**.
2. Press **More**.
3. Press **Search**.
4. Enter the person's full or partial first name if desired. To enter all or part of the last name only, skip this step and the next and scroll down to the Last Name field.
5. Press **OK**.
6. Enter the person's full or partial last name.
7. Press **Search** or the **OK** button to start searching the directory.
8. When the person you want displays, press **Call** to call the person.

Chapter 5: Forwarding calls

You can forward your incoming calls to another number or to voicemail. If call forwarding is turned on, a Forwarding icon appears on the top line of your display screen. You can choose from a number of forwarding features, including Send All Calls and Call Forward. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available to you, contact your system administrator.

Send All Calls

When Send All Calls (SAC) is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a SendAll softkey appears on the Phone screen for idle calls. Pressing SendAll turns Send All Calls on. If it is already on, pressing SendAll turns it off. You can also turn Send All Calls on or off by using the telephone Features list.

1. Press **Forward** to access the main Forwarding menu.
2. Select SendAllCalls.
3. Press **Select** or **OK** to turn Send All Calls on or off.

Forwarding calls

Several forwarding features may be available so you can set a number to which your calls will be forwarded, or turn off call forwarding if it is already on. If available, your call forwarding features are listed on a Forwarding features menu.

1. Press **Forward** to access the main Forwarding menu.
2. Select Call Fwd.
3. Enter the number to which you want to forward your calls.
   After you enter the forwarding number, you hear a confirmation tone.

4. Press **OK** to turn the call forwarding feature off if it is already on.

Turning off call forwarding

1. Press **Forward** to access the main Forwarding menu.
2. Press **Select** or **OK** to turn call fowarding off or to turn it on if it is already off. When you turn off the Call Forwarding feature, you hear a confirmation tone.

Chapter 6: Conference calls

You can use conference calls to speak with up to five 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.

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.
6. Press **Drop** at any time to drop the last person added to the conference call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**, or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** or **Conf** to add the person to the conference 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.
2. Press **Resume** or **OK** to resume the conference call.

Chapter 7: Bridged call appearances

Your phone may show one or more bridged call appearances on the display screen in addition to your own call appearances. A bridged call appearance typically belongs to someone else, but bridging allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your telephone. You can also make outgoing calls on a bridged call appearance when it is not in use.

Answering a call on a bridged line

Answering a call on a bridged line is basically the same as a call on a primary line. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

1. Select the bridged call that you want to answer.

   The ringing line will typically be selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).

2. Press **Answer**

Joining a call on a bridged line

You can join an existing call on a bridged line.

1. Select the bridged call in progress that you want to join.
2. Press **Bridge**.

Making an outgoing call on a bridged line

When you make a call on a bridged line, you are using another person's line. The caller ID may show the call as coming from you or coming from the person whose line you are using. If

you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

1. Select the bridged line you want to use.
2. Press **OK** to get a dial tone.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.

Excluding others from bridging onto your call

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. Scroll down to Exclusion and press **OK** or just press the corresponding line button.

   When you activate Exclusion during a call, all parties except you and the calling/called party are dropped from the call.

Transferring a bridged call to its own voice mail

Use the Transfer to Voice Mail feature to transfer a call you took on a bridged line to its voice mail.

1. During an active bridged call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Transfer to Voice Mail.
3. Press **OK** or **Enter** to transfer the bridged call to its respective voice mail system.

Chapter 8: Contacts

You can save up to 250 names and up to 6 telephone numbers per name. When you press the **Contacts** button, you are automatically put into Contacts search mode.

Note:
If you press the **Contacts** button and nothing happens, your system administrator has disabled the button.

Searching for a contact

You can jump to a certain group of letters in your Contacts list by pressing the associated dial pad button. For example, if you press 3, the Contacts list might display entries starting with 3, D, E, or F depending on how you set up your contacts and how many times you press 3 in succession. With each successive dialpad key press, the Contacts list “drills down” to display matching entries.

Note:
On hook dialing must be disabled to allow this type of Contact search; to enable/disable on-hook dialing, see Setting dialing options on page 17.

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.

   Keep in mind that a Contacts search is case-sensitive and how your Contact list is set up. If you set up your contacts as “Last Name, First Name” start typing the letters of the last name. If you have set up your Contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

Viewing a contact's details

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details** to see the information available for that contact.
   Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

Adding a new contact

You can add up to six numbers for a contact. Selecting "handle" as a type allows you to track the contact's telephone presence, for example, not logged in, logged in, in use, or sending all calls to another number.

1. Press **Contacts**.
2. Press **New** .
3. Enter the name using the dialpad.
   a. Press the number key that corresponds to the letter, character, or number you want to enter until the character, letter or number is displayed.
   b. Pause before entering the next character if the characters are on the same key.
   c. To enter a space, press **0**.
   d. Enter remaining characters, letters or numbers.
   e. Press **Bksp** to delete the last character.

      Note:
      If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press **Bksp** to remove the character to the left of the cursor.

   f. Press **More** > **Abc** to change between upper and lower case letters or to enter numbers.

g. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
h. Press **More** > **Symbols** to enter characters that are not on your dialpad.
i. Select the symbol you want to use.
j. Press **OK** to select the symbol.
k. Press **Clear** to delete all text and start over.

4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable.

   The primary number is the one that will always display without having to go into contact details.
6. Select the next field.
7. Select the type of number entered (work, mobile, home, handle).

   If you select handle, provide a value that represents the extension number, an "at" @ symbol, and the company name, for example, 21234@avaya.com. You can then determine the contact's presence based on handle icons that appear next to this person's name/number.
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7.

   You can add up to five additional numbers for this contact, but you can designate only one number as primary.
9. Press **Save** or **OK**.

Editing a contact

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More** > **Edit** .
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** or **OK**.

Deleting a contact

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More** > **Delete** .
4. Press **Yes** to confirm or **No** to cancel.

Chapter 9: Call Log

You can use the Call Log to view lists of your outgoing, answered, or missed calls. When you have one or more missed calls, the Call Log button lights and the Missed Calls icon and the number of missed calls display on the top line. To call a person listed on your Call Log, see Calling a person from the call log on page 34.

Viewing the call log

1. Press **Call Log**.
   You can go to the top of the list by pressing **Call Log** again.
2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.
3. Scroll up or down to view the entries on the list.

Viewing Call Log details

1. Press **Call Log**.
2. Select the number you want to view.
3. Press **Details**.
4. Press **Back** to return to the list view.

Adding an entry from the call log to your contacts list

1. Press **Call Log**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Press **Save**.

Removing an entry from the Call Log

1. Press **Call Log**.
2. Select the number you want to delete.
3. Press **More** > **Delete** .
4. Press **Yes** to confirm, or press **No** if you do not want to delete it.

Clearing all entries from the call log

Clearing all entries from a call log deletes all of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted from the call log. However, if you are viewing the All Calls list, pressing **Clear All** deletes all calls from the call log.

1. Press **Call Log**.
2. Select the list you want to delete.
3. Press **More** > **Clear All** to delete all of the entries in the list you are viewing.
4. Press **Yes** to confirm.

Turning off call logging

You can turn call logging on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call log.

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Select Options & Settings...
4. Press **Select** or **OK**.
5. Select Application Settings.
6. Press **Select** or **OK**.
7. Select the type of call logging you want to turn off.
   To turn logging of bridged lines on or off, select Log Bridged Calls and press **Change** or **OK**.
8. Press **Change** or **OK** to turn call logging on or off.
9. Press **Save**.

Chapter 10: Getting your messages

Press the **Message** button to connect directly to your voicemail system.

The lighted Message button and a red light on the upper right-hand corner of your telephone indicate when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Logging into your voicemail

1. To log in to your voicemail, press the **Message** button.
2. Follow the voice prompts from your voicemail system.

Chapter 11: Features menu

The Features menu gives you access to advanced telephony features, such as and Call Forwarding and Speed Dial buttons. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. When set to “on,” EC500 allows calls to your desk phone to also be sent to your cell phone. Other features like Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features menu. Forwarding features are also listed in the Forward menu. The particular features available to you depend on what your administrator has assigned to your phone.

Your administrator may also place selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

From the Phone screen, scroll right to access the Features menu.

The ☐ icon next to a feature indicates the feature is available and the ⊖ icon next to a feature indicates the feature is not available. The LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

To return to the main Phone screen, press **Phone** or scroll to the left.

Monitoring other extensions at a glance

If your job requires that you cover or monitor phones for others, your system administrator may set up “busy indicators” so that you can see whether an extension you cover is idle or busy at a glance. Extensions you can monitor with busy indicators show the word “Busy” next to the extension number.

1. From the Phone screen, scroll right twice to display the System Numbers menu.
2. If necessary, scroll down to or press the line button for the extension you want to check. If that extension is in use, the busy indicator displays next to the word Busy and the LED associated with that extension lights steadily.
3. To call a monitored extension, scroll to the applicable line and press the **Select** softkey or the **OK** button. Alternately, press the line button associated with that extension.

Assigning labels to pre-assigned (Autodial) numbers

Autodial numbers are frequently-called numbers in your office or organization, for example, a Help desk number. Your system administrator sets up Autodial numbers, but you can assign and edit their labels. The administrator might just allot a specific button to be an Autodial number, but leave the number itself blank; in this case you can add the number yourself.

1. From the Phone screen, scroll right twice to display the System Numbers menu.
2. Scroll to the line to which you want to assign a label or number.

   Some labels are not editable. If you can't scroll to a certain line or hear an error tone when you press the line button, you cannot edit that label.
3. Press **Edit** or **OK** button.
4. Use the dialpad to enter the label text or the Autodial number.
5. Press **Select** or **OK**.

Setting up automatic call back

When an extension you call is busy, use Automatic Call Back to receive a return call automatically, as soon as that extension is free.

1. After calling an extension and while receiving a busy signal, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Auto Callback and press **OK** or just press the corresponding line button.
3. When you hang up the callback call, the feature deactivates automatically.

Making an auto intercom call

Use the Auto-Intercom feature to call a specific extension or intercom group.

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Auto Icom and press **OK** or just press the corresponding line button.

   Two numbers display with the Auto Icom feature, for example “Auto icom 2 3”. The first number denotes the intercom group number for the Dial Intercom feature. The next number denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Call Forwarding when your line is busy or if you don't answer

The Call Forward Busy/No Answer feature allows you to set a number to which your calls will be forwarded when your line is busy or when you don't answer a call. You must enter the telephone number where the calls will be forwarded each time you use this feature.

1. Press **Forward** to access the main Forwarding menu.
2. Select CFrwdCall Fwd Busy/No Ans.
3. Enter the number you want to forward your calls to.

After you enter the forwarding number, you hear a confirmation tone.

4. Press **OK** to turn call forwarding off if it is already on.

Blocking your extension from displaying during calls

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

1. From the Phone screen, scroll right to access the Features menu.
2. Select **CPN Block**.

   To stop calling party number blocking, see Displaying your extension on outgoing calls on page 54.
3. Press **OK**.
4. Enter the extension number you do not want the called party to see.
5. Press **Enter** or **OK** to start calling party number blocking.

Displaying your extension on outgoing calls

If you used the CPN Block feature to block your extension's display on calls you make, you can change it back using CPN Unblock. CPN (Calling Party Number) Unblock lets parties you call see your extension.

1. From the Phone screen, scroll right to access the Features menu.
2. Select **CPN Unblock**.

   To set up calling party number blocking, see Blocking your extension from displaying during calls on page 54.
3. Press **OK**.
4. Enter your extension number.
5. Press **Enter** or **OK** to stop calling party number blocking.

Parking a call

Use the Call Park feature to answer a held call at another extension if you are part of a telephone coverage or hunt group. For example, if you need to go to another location to verify some information, you can park your current call and answer it at another location within your group.

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Call Park and press **OK** or just press the corresponding line button.
3. At the other telephone, press the Call Park line/feature button to unpark the call.

Unparking a call

Use the Call Unpark feature to release a call from the extension at which it was parked, when the extension is part of a coverage or hunt group.

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Call Unpark and press **OK** or just press the corresponding line button.
3. Enter the original extension from which the call was parked.
4. Press **Enter** or **OK** to release (unpark) the call.

Picking up a call from your pickup group

When your administrator has set up your phone as part of a "pickup group" use the Call Pickup feature to answer any other phone in the group.

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Call Pickup and press **OK** or just press the corresponding line button.
3. Answer the call as you normally would.

Calling someone in your intercom group

If your system administrator has set up an intercom group, you can call anyone in that group by pressing a few numbers.

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Dial Icom and press **OK** or just press the corresponding line button.

   The intercom group number shows next to the Dial Intercom feature and the next denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Tracing a malicious call

Use the Malicious Call Trace (MCT) feature to trace a malicious call. Activating MCT alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to MCT and press **OK** or just press the corresponding line button to start the trace.

   An alerting tone and/or flashing LED signifies the trace is active. Hanging up deactivates MCT.

Recording a call

Use the One Touch Recording (OTR) feature to record a malicious call on your voice mail system. This feature is available only if your administrator has set up the feature on your telephone.

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to OTR and press **OK** or just press the corresponding line button to start recording the call.

   Some countries, states, and localities have laws that determine if and under what circumstances you can record telephone conversations. Before using the OTR feature, you must understand and comply with these laws.
3. Hang up to stop recording.

Making a priority call

Use the Priority Calling feature to provide a special type of call alerting between internal telephone users, including the attendant. The called party hears a distinctive ringing when the calling party uses Priority Calling.

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Priority Call and press **OK** or just press the corresponding line button.
3. Enter the extension you want to call.
4. Press **Enter** or **OK** to immediately start dialing the priority call to that extension, where the call appearance will show the incoming call as a priority call.

Interrupting a call with a whisper page

Use the Whisper Page feature to interrupt or “barge in” on another user's call and make an announcement. This feature is unique because only the person on the paged extension can hear the page. Other parties on the call cannot hear the page, and the person who makes the page cannot hear anyone on the call. If the paged user has a display telephone, the paged user can see your caller ID. For example, users A and B are on a call. You have an urgent

message for user A and make a whisper page. All three users hear the tone that signals the page, but only user A hears the page itself. You cannot hear user B.

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Whisper Page and press **OK** or just press the corresponding line button.
3. Enter the extension you want to call.
4. Press **Enter** or **OK** to immediately start dialing and deliver your message when the person you called answers.

Configuring simultaneous ringing for multiple telephones (EC500)

The EC500 feature allows you to have incoming calls to your desk phone ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator.

1. From the Phone screen, scroll right to access the Features menu.
2. Select EC 500.
3. Press **OK** to turn simultaneous ringing on or off.

Extending a call to your cell phone (EC500)

The Extend Call feature allows you to “extend” a call that is active on your office phone to your cell phone using EC500 Extension to Cellular. This allows you to transfer an office call to your cell phone and move away from your desk. This feature is programmed by your system administrator.

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. Select the Extend Call feature.

3. Press **OK** to send the call to your cell phone.
4. Answer the call on your cell phone. The call remains active on your desk phone as well, so you can switch back if you want.

Chapter 12: Browser

Your telephone includes a Web browser capability that can be used to present additional applications. The items available through the Web browser vary depending upon how your telephone is administered. Contact your system administrator with any questions.

Access the browser through the Avaya Menu. If you don't see the Browser option on the Avaya Menu, no Web applications are available for your phone.

Navigating Web pages

You can navigate Web pages using a combination of buttons, softkeys, and links.

Because your system administrator can customize browser options for specific business use, not all actions described may apply, or not all actions available to you may be described. Customized features and applications are not described in this guide.

- To use the navigation arrows:
  - Use the up and down navigation arrows to scroll up or down through the lines displayed.
  - Use the right and left navigation arrows to go to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text or numbers.
- To select a line:
  a. Scroll to a line on the display.
  b. When the line is highlighted, press **OK** to select that line.
- To select a Web link:
  a. When you see a link you want to select, scroll to it.
  b. Press **OK**.

  See About Web browser icons and labels on page 62 for information on some links you might see.
- To enter text:
  - Scroll to the line area enclosed in brackets [ ] and press the appropriate dialpad keys.
  - Use the **More** softkey to access symbols or to change from alphabetic to numeric entries.

About Web browser icons and labels

The icons and labels in the following table indicate navigation choices, application choices, or data entry choices that display while working with Web pages. With the exception of Home, Refresh and Stop, some Web softkey icons and labels may be customized and not included in this table.

Icon	Description
Home or	Softkey that exits the current Web application or function and displays the Home page.
	Softkey that refreshes the display (re-display the current Web page).
More	Softkey that displays additional softkeys pertaining to the Web page, application, or function being performed.
Abc	Icon indicating that dialpad entries display in mixed case. The first letter of each word is capitalized and subsequent letters appear in lowercase.
ABC	Icon indicating that dialpad entries display in all uppercase letters.
123	Icon indicating that dialpad entries display as numbers.
	Scroll to the previous or next page.
	Scroll up or down for other options.
	End of list; scroll up to see choices.
	Beginning of list; scroll down to see choices.
[=	Click to dial link. Scroll to this icon and press OK to dial the telephone number with which it is associated.
http:// or www.	Web site link. Scroll to this icon and press OK to access the URI/URL it represents.

Chapter 13: Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into "failover" mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, a Failover icon may appear on the top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server its functionality may be limited. Then when the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may again be limited during the transition. When your phone is back on the original server, normal functionality is restored. Failover and failback are automatic; you have no control over failure mode.

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the softkeys at the bottom of the display to determine the actions you can take during failover; also try the **Phone** button to display the Home screen or **Avaya Menu** button for possible actions.

Important:

Do not log your telephone off during failover or until normal service is restored on your original telephone server. Logging off during failover, during transition to or from an alternate server, or while your phone is active on an alternate server may cause your phone to become inoperable.

The following conditions apply when your telephone is in failover mode:

- Messages like “Acquiring service," “Link recovery,” “Limited phone service,” and “Calls may be lost ” inform you of a failover situation.
- If you are on a call when failover occurs, that call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain softkeys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls will be dropped. Incoming calls may not reach you; such calls may go to voice mail.
- Emergency calls may or may not work, depending on the stage of failover and the functionality available on the alternate server.
- Once the transition to a new server has occurred, bridged call appearances are available. Despite a "Log Bridged Calls" option setting of yes, bridged calls are not

logged during failover but are available once the phone transitions to the alternate server.

- The Message Waiting Indicator is cleared, but voice mail may still be available if the voice mail server to which calls are being sent is not in failover.
- Once the transition to a new server has occurred, advanced features like Call Park/ Unpark, Priority Call, or Automatic Callback are available. Favorite features are not available during failover but will be available after transition to the alternate server.
- If your phone operates under the latest software (Release 2.5 or greater), changes to Avaya (A) Menu options can be made/saved. Note that any new or changed settings for these options may not become effective until the phone transitions to the alternate server or fails back to its original server.
- If your phone operates under the latest software (Release 2.5 or greater), Contacts can be accessed and changed after failover to the alternate server.
- Once the transition to a new server has occurred, if you are part of a corporate Directory or database, access may be limited to local contacts only.
- You can press the **Phone** button to access Home screen Web links/pages during failover, however, any “click to dial” links will not work until the phone transitions to the alternate server.
- Transitions back to the normal server will restore all original functionality.

Chapter 14: About Locking and Logging In to and Out of Your Telephone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users. Lock your phone or log out to prevent unauthorized use of your telephone during an absence.

Note:
Depending on how your phone is administered, for example, whether Call Log backup is enabled or not, Call Log information may be lost when you log out your extension.

Logging in to your telephone extension

Log in from the initial screen when it prompts you for your Username. Depending on your telephone system, certain telephones allow you to log in and use another person's phone as a “visiting user”. When you log in to another phone as a visiting user, your “home” phone becomes inactive for all but emergency calls and displays a message indicating you are logged in at a different phone.

1. Enter your username/extension.
2. Scroll down to Password.
3. Enter your password.
4. If applicable, enter your SIP User ID.
5. Use the right or left navigation arrow to indicate whether you are this phone's primary user (Yes) or whether you are a visiting user of this phone (No).
6. Press **Login** or **OK**.

Locking and unlocking your telephone

Locking your phone when it is idle prevents it from being used to make a call, with the exception of an emergency call. When locked, a padlock symbol displays and the only actions you can take are to receive calls, make an emergency call, or unlock the phone. Locking your phone

does not log it out; you are still logged in but must enter your login password when you unlock the phone.

1. If the Phone screen is not displayed, press **Phone**. To lock the phone, be sure no calls are in progress. Alternately, on the Feature menu, select **Phone Lock**.

   Note:
   Complete any active calls or other telephone functions before attempting to lock the phone.

2. Press the **Lock** softkey.
3. To unlock your phone, press the **Unlock** softkey and enter the password you use for telephone login.

Logging out of your telephone extension

1. Press **Avaya Menu** .
2. Scroll down and select Log Out.
3. Press **Yes** or **OK**.
4. Press **Log Out** to confirm.
   Your contacts, speed dial settings, favorites, and Autodial numbers are saved during logout and are available the next time you log in to your extension.

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