



Avaya one-X™ Deskphone H.323 9621G/ 9641G User Guide

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC/Industry Canada Radiation Exposure Statement

This device complies with the FCC's and Industry Canada's RF radiation exposure limits set forth for the general population (uncontrolled environment) and must not be co-located or operated in conjunction with any other antenna or transmitter.

Warning

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

Power over Ethernet (PoE) warning

This equipment must be connected to PoE networks without routing to the outside plant.

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第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，

應立即停用，並改善至無干擾時方得繼續使用。

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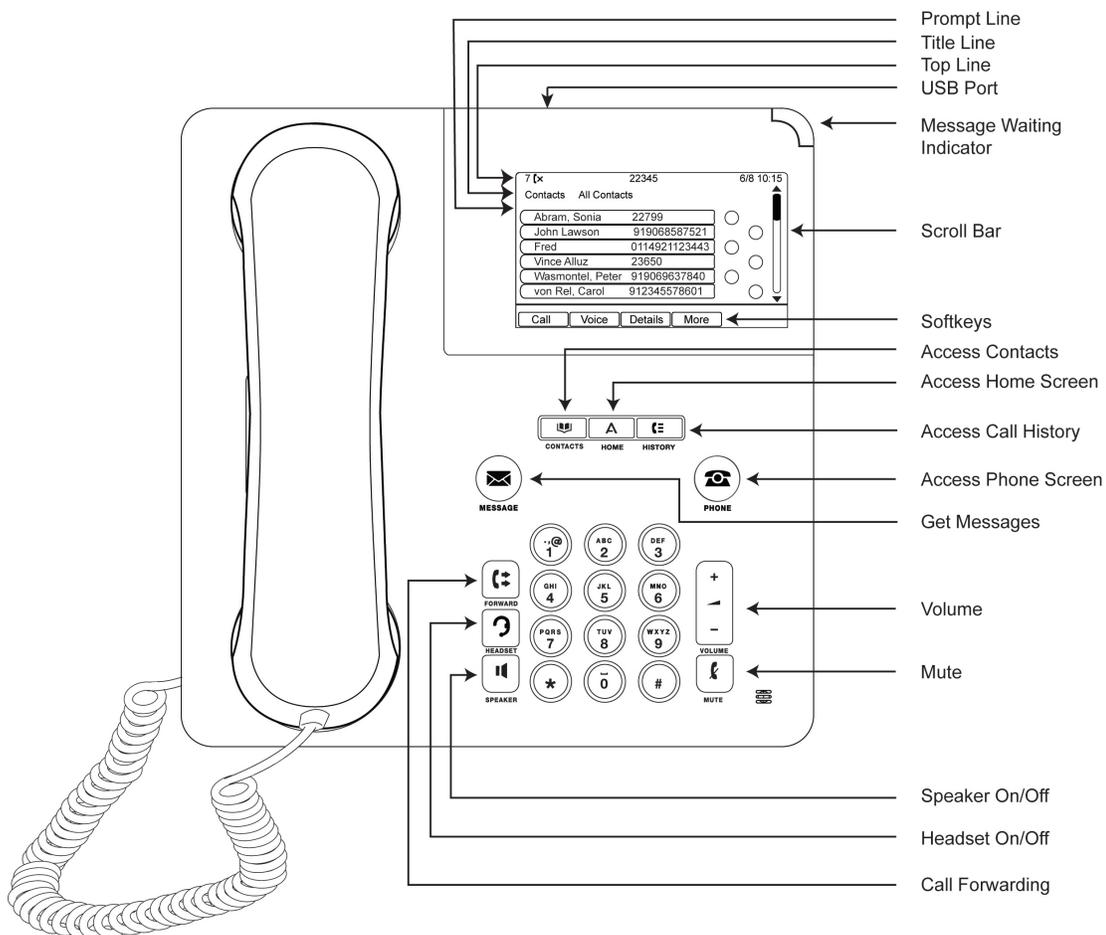
Chapter 1: Introduction to the 9621G/9641G Deskphone

Your deskphone provides many features, including a touch-based Phone screen to view and manage your calls, a menu of options and settings, a Contacts list, an integrated WML browser, and a calculator, Web applications like Weather and a World Clock, and access to your voicemail. The 9621G and 9641G Deskphones provide this information in color. You can also attach up to three button modules to your telephone, to expand the available number of call appearances and features; multiple button modules must all be the same type and model. The 9621G model does not provide for button module attachment.

The "G" designation in 9621G and 9641G means this deskphone model has a built-in Gigabit Ethernet adapter which speeds data transmission. The 9621G Deskphone has a smaller display area than the 9641G Deskphone and does not have a USB interface. Unless specifically stated elsewhere in this guide, the two models are essentially the same in terms of features and functionality.

Not all functions and features described in this user guide may be available on your deskphone. 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 9621G/9641G deskphone.

Name	Description
USB Port	Insert a USB device (also called a memory stick, thumb drive, or flash drive) to transfer contacts between your phone and an external data source; see Using USB Flash Drives with your phone on page 61 for more information. You can also recharge some battery-powered devices by using a USB cable to connect the device to your deskphone's USB port. Note: the 9621G does not have a USB port.
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If visual alerting is enabled, this light flashes when you receive an incoming call.
Missed Call Indicator	The icon on the History 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 the expected action to take on a screen.

Name	Description
Call Appearances	The number of lines available on touchscreen deskphones depend on how the Quick Touch panel is administered (see Setting the Quick Touch panel on page 30. Touch the line to initiate or answer a call.
Lines	On touchscreen deskphones, call-related icons on the lines show which lines are in use or available for calls. Touch the line to select it. Lines also indicate if a feature is enabled or disabled in the Feature view.
Softkeys	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces.
Message	Press the Message button to connect directly to your voicemail system.
Navigation Arrows	Touch the right-facing arrow at the upper right of a screen or to the right of a list item to move to the next or a related screen.
Phone	Press Phone to view and manage your calls.
Contacts	Press Contacts to view the entries in your Contacts list.
History	Press History to view the history of your outgoing, incoming, and missed calls.
Home	Press Home to configure options and settings, log out, access your favorite contacts, and view network information. You can also access the calculator, World Clock, and Weather applications (if available).
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

Use the onscreen up and down arrow buttons on the right middle of the screen to scroll up or down through a list. Touch and hold the appropriate scroll button to scroll a page at a time in the designated direction or to activate scrolling “auto repeat.”

To switch between call appearances and features, use the Features button or Calls button in the upper right of the Phone screen to switch between call appearances and features. Touch

Features to move from the Phone screen to the Features list, or touch Calls to move from the Features list to the Phone screen.

When a list item has a “Details” button (a blue right-facing arrow), touching it shows more information about the item. For example, touching the arrow to the right of a contact name produces a detail screen showing all the numbers on file for that person.

You act on objects such as a line or softkey by touching them or by touching the on-screen softkey labels. Softkey labels change according to the context. For example, touch a contact to place a call to that person, touch a line on the Phone screen to answer an incoming call, to go off hook to place a call, or to resume a call on hold.

About icons

The icons in the following table indicate the state of a call, navigation choices, Call History types, Contact phone types, feature status, or the status of an attached or paired device.

Depending on their purpose, some icons appear on the top line, for example, to notify you that a headset is active or that you have missed calls in the Call History. Other icons display on call appearance lines to show call states. Icons also appear on application screens like the Contacts or Call History lists, or World Clock and Weather. Home screen icons are touch-based to let you initiate actions like changing telephone settings, accessing the Web browser, or accessing Avaya applications like the Calculator, World Clock, and Weather. Your administrator might make other, optional Home screen icons available to you that do not appear in this table. Such icons represent optional applications for which your administrator can provide information.

Icon	Description
	Incoming call is alerting.
	This call appearance line is not currently in use.
	Call is active.
	You placed this call on hold.
	Indicates your calls are being forwarded.
	A bridged call appearance is in use.
	EC500 is on.

Icon	Description
	A conference call is active.
	You placed a conference call on hold.
	Speakerphone volume is being adjusted.
	Headset volume is being adjusted.
	Details button. Touch to display more information about a line item or to access related information screens.
	Unnamed registration in effect.
	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.
	Your administrator may place this icon on one of your softkeys as an energy-saving measure, or it appears on the Settings menu. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.
	Indicates that your phone is in an “Unnamed Registration” state, caused by not entering an extension within 60 seconds of being prompted for one or not entering a password. In this situation, your phone may register with its call server but will show only one call appearance, no features, and will allow only outgoing calls. To switch from the unnamed registration state, login with a valid extension and password.
	Team icon indicating this team member is available. Your system administrator sets up teams as applicable.
	Team icon indicating this team member is having calls forwarded.
	Team icon indicating this team member is busy on a call and not available.

Icon	Description
	Team icon indicating this team member is busy and is forwarding all calls.
	Team busy and ring icon.
	Team busy and ring (more) icon.
	Team icon indicating a team member is calling.
	Home screen icon that designates the general phone number for a favorite Contact. See Setting up favorites for more information.
	Home screen icon that designates the home phone number for a favorite Contact. See Setting up favorites for more information.
	Home screen icon that designates the work phone number for a favorite Contact. See Setting up favorites for more information.
	Home screen icon that designates the mobile phone number for a favorite Contact. See Setting up favorites for more information.
	Call History — all calls.
	Call History Missed call.
	Call History Outgoing call.
	Call History Answered call.
	Contact — General telephone number.

Icon	Description
	Contact — Home telephone number.
	Contact — Mobile Telephone number.
	Contact — Work telephone number.
	Contact — Favorite.
	Feature is on.
	Feature is off.
	Phone is paired with and able to communicate with a Bluetooth® headset.
	Access the Home screen WML Browser application (if available).
	Access the Home screen (telephone) Settings menu.
	Access the Home screen Calculator application.
	Access the Home screen World Clock application.
	Access the Home screen Weather application.

Icon	Description
	Weather is clear/fair.
	Weather is partly cloudy.
	Weather is cloudy.
	Weather is a light rain.
	Weather is rainy.
	Weather is snowy.
	Weather is icy.
	Weather is thunderstorms.
	Weather is windy.
	Weather is severe storms.
	Access the Main Menu Clean Screen option.
	Access the Main Menu Guest Login option.
	Access the Main Menu Log out option.
	Access the Main Menu Network info options.
	Access the Options & Settings Screen and Sounds Options menu.
	Access the Options & Settings Call Settings menu.

Icon	Description
	Access the Options & Settings Application Settings menu.
	Access the Options & Settings Advanced Settings menu.

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),
- 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.

Adjustable stand and display screen

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 may hear a clicking sound. Each of these clicks is a locking position for the display screen. Gently pull the display screen all the way towards you and push to return it to its original flat position.

The telephone stand attaches to the phone in one of two ways so that you can place the phone in a relatively flat position or at an angle. If your phone is in the upright position for wall mounting, 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.

Using the On-screen Keyboard

An on-screen keyboard appears when you add or edit a contact name or number, or when you personalize labels for your call appearances or features. You can switch between alphabetic and numeric keyboards, and you can use the keyboard to enter symbols and accented letters.

Use the diagrams that follow to add or change names, telephone numbers, or labels. Touching and holding the Backspace or cursor right/left buttons down produces an “automatic repeat” action that stops when you lift your finger or stylus. Remember to touch the “Done” check mark when you finish editing. Use the “Cancel” X to discard any edits and return to the previous screen, retaining the original information.

Figure 1: Text Entry Keyboard

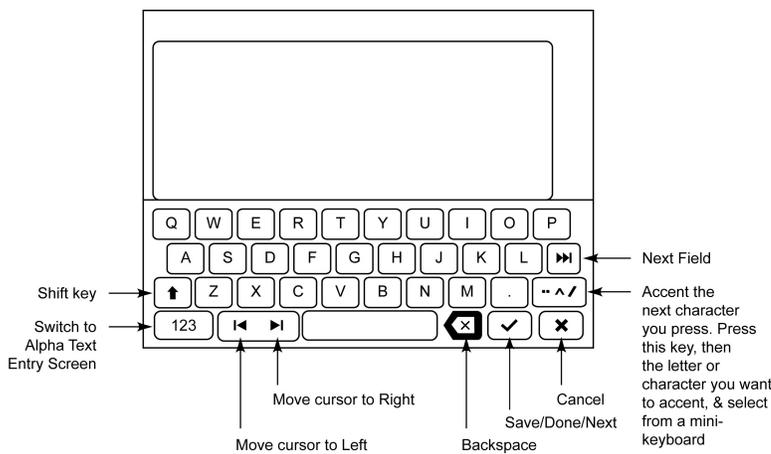
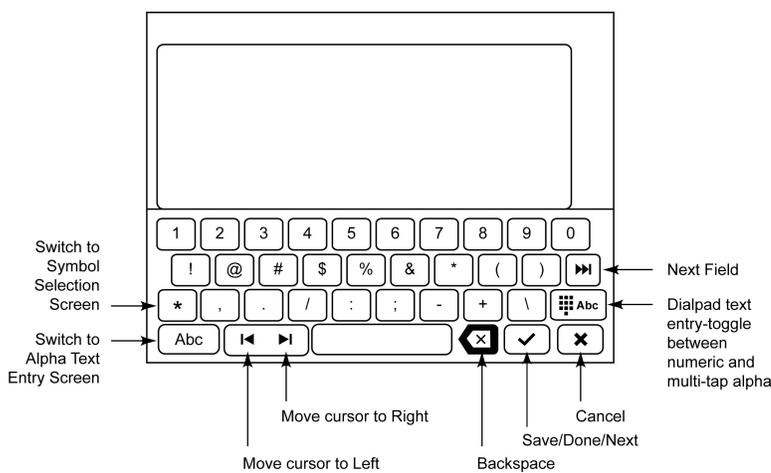


Figure 2: Numeric Entry Keyboard



Cleaning the screen

Clean the touch screen periodically to remove fingerprints and other marks by using a soft, slightly damp, lint-free cloth. From the Home screen, select Settings, then Touch Screen Cleaning to disable the touch screen so that you can clean it without initiating an action or application. Follow the instructions that display and press any phone button like Contacts or Home when you are done.

 **Warning:**

Use plain water or a cleaner specifically designed for LCD, computer, or touch screens only. Do not use harsh chemicals, window cleaner, abrasives, aerosol sprays, ammonia, or solvents to clean the touch screen. Do not get moisture into openings.

Viewing Network Information

Your system administrator may ask you to check certain phone or network settings to investigate problems. Access network information from the Home Screen. Network Information has five different viewing options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, and Miscellaneous.

Your system administrator will instruct you further as to which network information options and settings are needed.

Chapter 2: The Home Screen

Press the Home button under the display to access the Home screen. The Home screen has icons that let you access your telephone's options and settings to adjust or customize them, access Web-based applications to get information about the time and weather in different parts of the world, display a calculator, view your phone and network settings, use Favorite speed dial buttons, and log out. The exact content of your Home screen depends on how your administrator has set up your system but it normally includes the following standard Avaya features:

- Settings displays a menu that lets you change your call settings, the language in which information displays on the screen, the way your screen looks and sounds, pair your phone with a Bluetooth headset, log into a phone as a guest, clean your screen, log your phone out, and more.
- World Clock shows the time and weather in different parts of the world.
- Weather shows the current weather conditions in an area you choose and a short-term weather forecast.
- Calculator provides a simple, four-function calculator.
- My Pictures lets you use pictures from a USB device as your telephone screensaver.

You can also use Contacts to put speed dial icons for up to 16 Favorite numbers on your Home screen. Your administrator may make other Web-based applications available to you, for example, a corporate directory or support page. To invoke any application you see on the Home screen, touch its icon. Depending on how many Avaya applications, contact favorites, and/or Web-based applications are administered, you may have a second page for your Home screen. Touch the scroll bar on the right side of the Home screen to view the next page.

 **Note:**

The Settings options that appear depend on how your extension was administered. Some options described in this guide may not be available to you.

Options and Settings

The Settings menu contains choices for:

- Options & Settings
- Bluetooth Setup

- Network Information
- Guest Login
- Log Out
- LightOff
- Touch Screen Cleaning
- About Avaya one-X

The Options & Settings menu provides access to:

- Call Settings, including 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.
- Application Settings, including choices for personalizing button labels, for turning call History on or off, and for including bridged calls in your call History.
- Screen & Sound Options, including choices for adjusting the brightness of your phone display or an attached button module, changing the contrast on an attached button module, changing the ring pattern, selecting a different display language, showing the quick touch panel, and setting button clicks and tones.
- Advanced Options, including choices for backing up and restoring your settings, options, and button labels. You can also set Automatic Gain Control (AGC) for your headset, handset, and/or speaker audio.
- VPN Settings, if your deskphone is part of a Virtual Private Network and if you have authorization to view or change associated settings. If you are an authorized VPN user, see the VPN Setup Guide for 9600 Series IP Telephones (Document Number 16–602968) for information.

Bluetooth Setup lets you pair a Bluetooth—capable wireless headset with your phone, so you are not tied to your desk during calls. Bluetooth setup is not applicable to the 9621G deskphone model.

Network Information shows summaries of network-related parameters for your phone, often used in troubleshooting with your administrator. For more information, see [Viewing Network Information](#) on page 19.

Guest Login lets you log in to another 9621G or 9641G phone and access your own phone's features and functionality.

Log out is used when you want to sign off the phone, to protect your settings or to allow another user to log in to your phone. Logging out prevents unauthorized use of your phone. Log out does not display unless your phone (and any associated button module) is in an idle state.

LightOff has a corresponding Light Off icon, which you can touch to temporarily turn off the display (and any attached button module) to save energy until you next use the phone. For example, if you touch the LightOff icon, the display screen appears to be off, but if you get an incoming call, press one of the hard buttons on the phone, or pick up the handset to make a call, the display is restored to its normal brightness level.

Touch Screen Cleaning disables the display so you can remove fingerprints or other marks from the touch screen.

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

Setting Go To Phone Screen on Calling

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

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch Go To Phone Screen on Calling to change it from Yes to No or No to Yes.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting Go To Phone Screen on Ringing

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

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch the Go to Phone Screen on Ringing setting to change it from Yes to No or No to Yes.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting Go To Phone Screen on Answer

Set the Go To Phone Screen on Answer option to Yes to automatically display the Phone screen when you answer a call.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch the Go to Phone Screen on Answer setting to change it from Yes to No or No to Yes.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

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 **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. On the Call Settings menu, touch Edit Dialing to change it from On (Enabled) to Off (Disabled) or Off to On.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

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 **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. On the Call Settings menu, touch Redial to change it from List (the last four, five, or six numbers display when you touch Redial, depending on your deskphone model) to One Number (touching Redial dials the last number called) or One Number to List.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Displaying 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 **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch Display Call Timers to change the setting from On to Off or Off to OnYes to No or No to Yes.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

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. Touch Settings.
 3. Touch Options & Settings.
 4. On the Call Settings menu, touch Visual Alerting to change it from Off to On or On to Off.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

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.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch Audio Path.
 6. Touch the setting to toggle between the available choices.
For example, if the current setting is “Handset” touching that line changes that setting to “Headset”. Touching the setting again changes it to “Speaker” and so on.
-  **Note:**
If the audio path is set to Headset and your headset uses switchhook control (typically true for wireless headsets), the Voice Dialing feature cannot receive input from the headset.
7. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting contact names to display during calls

You can set your phone to use names from your Contacts list when the calling or called party number matches a number on your Contacts list.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch Pair Contacts to Calls to change it from Yes to No or No to Yes.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Adjusting the display brightness or contrast

These settings adjust the brightness of either the deskphone or an attached Button Module, or the contrast of an attached button module. You cannot adjust a deskphone's color display contrast.

 **Note:**

The 9621 IP Deskphone does not support button modules, therefore only brightness adjustment applies to that model.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Screen & Sound Options.
 5. On the Screen & Sounds menu, touch Brightness or Contrast.
 6. Touch either Phone or Module, depending on which item's brightness or contrast you want to adjust. If more than one button module is attached, additional Module lines display.

 **Note:**

Contrast adjustment applies only to an attached button module and not to the color display screen itself.

7. Touch the desired level on the bar indicator to adjust the brightness or contrast, depending on which attribute you are adjusting.
 8. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Turning button click sounds on and off

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Screen and Sound Options.
 4. Touch Button Clicks to change it from On to Off or Off to On.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting the Home screen to display when the phone is idle

By default, your phone automatically displays the Home screen when there is no input or other activity for a specified time period. Set the Return to Home Screen option to No to display the screen saver instead of the Home screen upon timeout. The timeout duration is set by your administrator or, if not set, defaults to 10 minutes of inactivity.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Screen & Sound Options.
 5. On the Screen & Sounds menu, touch the Return to Home Screen setting to change it from Yes (the default) to No, or No to Yes.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Turning error tones on or off

If the Error Tones option is On, your telephone produces audible feedback when you press a button that isn't valid or try to exceed the size of a text field. If you do not want to hear error beeps, set your error tone to Off.

-
1. Press **Home**.
 2. Touch Settings.

3. Touch Screen and Sound Options.
 4. On the Screen and Sounds menu, touch Error Tones to change it from On to Off or Off to On.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Choosing your ring tone

You can choose your ring tone from two different sets of sounds. Classic ring tones are simple synthesized sounds. Rich ring tones are richer, more complex sounds. A check mark indicates which ring tone is currently selected.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Screen and Sound Options.
 5. On the Screen and Sounds menu, touch Personalized Ringing.
 6. If you see a Scroll Bar, scroll to see the full list of ring tone options. To switch between the two sets of ring tones, touch **Classic Tones** or **Rich Tones**. Otherwise skip this step and proceed to the next step.
 7. Touch the ring tone to which you want to change.
 8. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Changing the display language

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Screen and Sound Options.
 5. On the Screen and Sounds menu, touch Language.
 6. Touch Language.

7. Touch the language to which you want to change.
 8. Touch **Yes** to confirm the selected language or **Cancel** to return to the menu without changing the language.
-

Setting the Quick Touch panel

When you use the Quick Touch panel, the Phone screen provides access to more of your features or speed dial buttons at a glance. You can set the Quick Touch Panel to display one (the default) or two lines, or set it not to display at all. Note that displaying the Quick Touch panel limits your call appearances display to three lines at a time.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Screen and Sound Options.
 4. On the Screen and Sounds menu, touch the Show Quick Touch Panel setting to change it from 1 Line to 2 Lines, from 2 Lines to No, or from No to 1 Line.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Personalizing button labels

You can change the labels that are displayed for your extensions, features, and speed dial buttons. For example, you can change the label for your extension to "My Line." If you have a button module attached to your deskphone, you can change any of those labels as well; for example, you can change a Help Desk extension to read "Help Desk."

-
1. Press **Home**.



To edit a label on an attached Avaya BM12 Button Module, press the **Edit** button on the module instead and proceed to Step 7.

2. Touch Settings.
3. Touch Options & Settings.
4. Touch Application Settings.
5. On the Application Settings menu, touch Personalize Labels.

6. Touch either Extensions... or Feature labels..., depending on which type of label you want to personalize.
 7. Touch the label you want to edit.
 8. Use the Edit keyboard to type the new label using up to 13 characters. For information about using the keyboard, see [Using the On-screen Keyboard](#) on page 18.
 9. Touch the **checkmark** to save the new label or **Cancel** to return to the menu without saving.
 10. You can revert back to the default button labels by selecting **Home > Settings > Options & Settings > Application Settings > Restore Default Button Labels** and touching **Default**.
-

Backing up and restoring your data files

In addition to the automatic backups of telephone information whenever you change or update options and settings, and depending on how your system is administered, you can initiate a manual backup of your data files. Data files are personal settings like contacts, favorites, personalized labels for your phone and any applicable button modules, call history, ring tones, and any other options and settings you may have set using the Home screen. Likewise, if administered, you can restore your data files to their previous settings using the manual restore option. Performing a manual backup or a manual restore of backed up files is not usually necessary, but your system administrator may ask you to do this in the event of system problems.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Advanced Options.
 5. Touch **Backup/Restore**.
 6. Touch the Manual Backup line to start the data file backup.
The top line displays messages to inform you the backup is in progress and when the backup is complete.
 7. To restore your data from a backup file, touch the Manual Restore line.
The top line displays messages to inform you that data restoration from the backup file is in progress and when the restoration is finished. Your options and settings now reflect their previous values.
-

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 Home screen, by pressing Home. If you don't see the Browser option on the Home screen, no Web applications are available for your phone.

Chapter 3: About Features

Your administrator may have set up your telephone so that it presents the Features as described in this chapter together on one screen with your call appearances; if so, the features work as described in this chapter, but they do not appear on a separate Features menu. The Features menu gives you access to advanced telephony features, such as Directory, Abbreviated Dial, and Call Forwarding. Directory allows you to dial other users on your system by name. 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. Forwarding features are also listed in the Forward menu. Note that any features assigned to an attached Button Module will not display on the Features 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, touch the **Features** button at the upper right corner to view the Features menu.

The LED icon next to the feature name indicates if the feature is currently on or off. If the LED to the left of the feature label is green, the feature is on.



Note:

To return to the main Phone screen, touch **Calls** at the upper right corner.

Feature Table

Feature names are often abbreviated to fit your deskphone or button module display area. Use this table as a cross-reference to some standard feature names and their corresponding common abbreviations. Depending on how your system is administered, not all features shown here may be available to you. For detailed information about a feature, contact your system

administrator. Features can appear as part of the Features menu, on a softkey, or on an attached button module, depending on how your deskphone or button module is administered.

Feature Name	Common Abbreviation
Automatic Dialing	Phone number or extension set up by your administrator as an auto-dial number, followed by a telephone icon, "Autodial." or "AD."
Automatic Intercom	Auto Icom or AI
Automatic Callback	Auto Callback; AutoCB
Call Forwarding All Calls	Cfrwd or CFwrđ with a third-party's extension if applicable
Call Forwarding Busy/Don't Answer	CFBDA
Park a Call	Call park
Call Pickup	Call pickup
Calling Party Number Blocking	CPN Block
Calling Party Number Unbloqing	CPN Unblock
Dial Intercom	Dial Icom
Directed Call Pickup	Dir Pickup
EC500	EC500
Exclusion (Calling Party)	Exclusion
EC500 Extended Calling	Extend Call
Extended Call Pickup	Ext Pickup
Malicious Call Tracing Activation	MCT Act
One-step Recording	Audix Record
Priority Calling	Priority Call
Send All Calls	SAC or SAC with a third-party's extension, if applicable
Whisper Page	Whisper Act

 **Note:**

If you have personalized labels for any of the features available to you, the personalized label is displayed instead of the feature abbreviations shown here.

Calling a person from the directory

If your system administrator has set up a corporate directory and has made this feature available to you, you can dial other users in your system by name.

-
1. From the Phone screen, scroll right to access the Features menu, select Directory, and press **Select** or **OK**.
 2. From the Phone screen, touch **Features** and select Directory.
 3. Use the dialpad keys to start spelling the last name of the person you want to call. Press each dialpad key one time for each corresponding letter. For example, for "Hill", press **4,4,5,5**.
 4. Select **Next** to view the next name alphabetically in the directory, if necessary.
 5. Touch **Make Call** when you see the name you want to dial the call.
-

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. Touch EC 500.

 **Note:**

When EC500 is on, the top line displays a cell phone icon; see [About icons](#) on page 12 for an illustration.

Chapter 4: 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:**

Depending on how your telephone is administered, there may be some differences in the steps this procedure describes.

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, touch the ringing call appearance line, press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, you may need to put the active call on Hold first before answering the new call. If the telephone does automatically display the incoming call, you can touch **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can touch **Ans Drop** to automatically drop the first call when you answer the new call.

To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes (see [Setting the Go to Phone Screen on ringing](#)).

Answering a call

Chapter 5: Making a call

If you are not on a call, simply dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list.

-
1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or touch an idle call appearance line.
 2. Dial the number you want to call. If you have a favorite icon on the Home screen for the person you want to call, just touch that icon to initiate dialing.
-

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.

-
1. Touch the **Emerg.** softkey. If you do not see an **Emerg.** softkey, pick up the handset or press the **Phone** button, then touch the **Emerg.** softkey.
 2. 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, touch the **Drop** softkey or press the **Speaker** button.
-

Clearing a number

Touch **Clear** to erase all dialed digits and enter a new number.

Redialing a number

-
1. From the Phone screen, touch **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 25 for information on redial settings.



Note:

Your system administrator can disable Redial functionality.

2. Touch the number you want to redial.
-

Making a call using edit dialing

Prerequisites

Your system administrator has to authorize this function. To set up edit dialing, see [Setting dialing options](#) on page 24.

Edit dialing works just like making a call on your cell phone - just start entering the number without hearing a dial tone. Using the Bksp softkey, you can 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 touch the **Bksp** softkey to erase the previous character, one character at a time. To remove the entire number, touch **Clear**.
 3. Touch **Call**.
-

Calling a person from the contacts list

You can call someone in your Contacts list by touching the name in the list. You can find a name by scrolling to it, or by using the search box. Use the dialpad keys to enter the first few letters of the name and the screen will scroll to the first match in your list. When you find the entry you want, touch that line to dial that contact's primary number. If you have entered

additional numbers for that contact, you can touch the **Details** button to see them, then touch the number you want to dial.

-
1. Press the **Contacts** button.
 2. Locate the contact you want by starting to type the person's name as it is listed.
For example, if you added John Smith to your Contacts List as "Smith, John" you would start typing his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
 3. To call the contact's primary number, touch the line on which the contact name appears.
 4. To call a non-primary number, touch the **Details** button to move to the detail information for the contact, then touch the desired number.
-

Calling a person from call history

-
1. Press the **History** button.
 2. Touch the appropriate icon at the top right of the screen to view All Calls, Missed Calls, Answered Calls, or Outgoing Calls.
For icon descriptions see [About icons](#) on page 12.
Depending on administration, returning a Missed Call may result in that call history entry being deleted when the calls goes through.
 3. If you don't see the name of the person you want, scroll down until the name displays.
 4. When you see the name of the person you want to call, touch it to dial the corresponding number.
-

Making a call using a "click to dial" link

You can make a call using a "click to dial link" on a Web page or any other screen that provides a dialing link. Typically, a handset icon indicates a line with this type of link.

Chapter 6: Standard Call-Related Features

Your deskphone offers standard call-related features like muting a call, transferring a call, forwarding calls, and conferencing.

Depending on the action you want, either press the appropriate button on the face of the phone or touch the appropriate softkey while on the call.

Muting a call

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off.

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

Putting a call on hold

-
1. If you are not active on the line you want to put on hold, touch that line.
 2. Touch **Hold**.



A hold timer may display when you put a call on hold. For more information, see [Displaying call timers](#) on page 25.

3. Touch **Resume** or the call appearance of the held call to retrieve the call.
-

Transferring a Call

-
1. From the Phone screen, with the call you want to transfer active, touch **Transfer**.
 2. Dial the number to which you want to transfer the call.
 3. Touch **Complete** to transfer the call.
-

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. Select any idle call appearance and dial the first conference participant.
 2. From the Phone screen, touch **Conference**.
 3. Dial the telephone number, or call the person from the Contacts list, or call the person from the list.
 4. When the person answers, touch **Join** to add the person to the existing call.
 5. Touch **Add**.
 6. Repeat these steps to add another person to the conference call.
 7. To see a list of the conference participants, touch the **Details** button on the Conference Call line and then either:
 - Touch a participant name and touch **Silence** to mute the person.
 - Touch a participant name and touch **Drop** to drop this person from the conference call.
 - Touch **Refresh** to refresh the conference details.

- Touch **Back** to exit the conference details screen and return to the Phone screen.
-

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
 2. Touch **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. Touch **Resume** to take the call off hold.
 5. Touch **Join** 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.

Touch **Hold** during a conference call.

Muting a person on a conference call

You may be able to silence a person on a conference call using the Silence softkey. The individual muting feature is not available on all systems. If you do not see **Silence** when you choose a person, you cannot mute that person.

1. From the Phone screen, touch **Details** for the line to be muted during a conference call.
 2. Select the person you want to mute.
 3. Touch **Silence**.
 4. Touch **Silence** again to take the person off mute.
-

Dropping a person from a conference call

This feature is not available on all systems.

-
1. From the Phone screen, select your active call.
 2. Touch **Details**.
 3. Select the person you want to drop.
 4. Touch **Drop**.
-

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 and the Forward button is illuminated. Alternately, you may have your forwarding feature(s) available on a Quick Touch panel, if your administrator has set up this capability. When the Forward button light is on, one or more of the forwarding features are active. 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. Pressing Send All turns Send All Calls on. If it is already on, pressing Send All turns it off. Touching the Send All softkey turns Send All Calls on, changing the appearance of that softkey to indicate the feature is on. If this feature is already on, touching the Send All softkey turns the feature off and the softkey appears normal. You can also turn Send All Calls on or off by using the telephone Features list.

Touch **Send All** or touch **Forward** to access the main Forwarding menu, then touch Send All Calls 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. Touch **Forward**.
 2. Touch the forwarding feature you want to activate or deactivate.
When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.
 3. Enter the number to which you want to forward your calls as the destination.
After you enter the forwarding number, you hear a confirmation tone.
-

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.

-
1. Select the bridged call that you want to answer. Touch 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. Touch **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. Touch the call appearance of 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. Touch 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 History list.
-

Chapter 8: Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can also import or export a Contact list using a USB device; see [Using USB Flash Drives with your phone](#) on page 61 for information.

 **Note:**

When you press the **Contacts** button you may not see all the functionality described in this chapter. This would be because your system administrator has disabled changes to Contacts.

Searching for a contact

You can search for any name by typing a full name or you can type just a few letters of the name and let the telephone display matching entries. For example, if you press 3, the Contacts list might display entries starting with D, E, F, or 3 depending on how you set up your contacts. With each successive key you press, the Contacts list “drills down” to display more matches.

-
1. Press **Contacts**.
 2. With the phone on-hook, use the dialpad to start typing the name for which you want to search.
Keep in mind 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. When you see the contact you want:
 - Touch the contact's phone number to dial the person, or
 - Touch the **Details** button next to the contact's phone number to select a different phone number for or see detail information about this contact.
-

Viewing contact details

-
1. Press **Contacts**.
 2. Find the contact you want to view. If necessary, scroll to it.
 3. If you have entered more than one number for a contact, touch the **Details** button on the Contact line to see all the phone numbers for this person.
Using Details is the only way to view or dial a second or third number for a contact.
 4. Take one of the following actions:
 - Touch a number to dial it.
 - Touch **Edit** to change the detail information on this person.
 - Touch **Delete** to remove this person from your Contacts list.
 - Touch **Back** to return to the Contacts list.
-

Adding a new contact

-
1. Press **Contacts**.
 2. Touch **New**.
 3. Enter the name using the keyboard. See [Using the On-screen Keyboard](#) on page 18 for more information.
 4. Touch the **check mark** to move to the number entry screen.
 5. Enter the primary telephone number using the keyboard. The primary number is the first number entered and the one that will always display on the Contacts list without having to go into contact details.
 6. Touch the **check mark** to indicate you are finished entering the name and primary telephone number.
The telephone displays your entries in a business card format.
 7. Take one of the following actions:
 - To change the name, touch that line and edit the entry following Step 3.
 - To change the number, touch that line and edit the entry.

- Touch a blank line to add another number using the on-screen keyboard, then touch the applicable icon representing the type of number (mobile, work, or home). Repeat this step if you want to add a third number for the new contact.
 - Touch **Cancel** to return to the Contacts list without saving the new contact information.
 - Touch **Primary** to change the primary number. See [Changing the primary contact number](#) on page 54 for more information.
8. Touch **Save**.
-

Editing a contact

1. Press **Contacts**.
 2. Search for the contact you want to edit.
 3. Touch the **Details** button to the right of the contact to display detail information.
 4. Touch **+** to add another number for the contact or touch **Edit** to edit the name or any of the numbers.
 5. To edit a name or number, take one of the following actions:
 - Touch **Primary** to change the primary number. See [Changing the primary contact number](#) on page 54 for more information.
 - Touch the Name or number you want to edit.
 - Touch a blank line to add a number.
 - Touch **Cancel** to return to the Contacts list.
 6. Use the onscreen keyboard to make changes to the contact information. See [Using the On-screen Keyboard](#) on page 18 for more information.
 7. Touch **Done**.
 8. To change other contact information, repeat Steps 5 through 7.
 9. When you finish changing contact information, touch **Save**.
-

Setting up Favorite contacts

You can assign up to sixteen “favorite” numbers from your Contacts list as one-touch speed dial buttons on the Home screen. A contact must be set up before you can assign any associated phone numbers as favorites.

-
1. Press **Contacts**.
 2. Search for the contact you want to set up as a favorite.
 3. Touch the **Details** button for the contact to display detail information.
 4. Touch **Favorite**.
 5. Touch the number you want to set as a favorite.
 6. Enter a caption or label you want to appear on the Home screen for this favorite. See [Using the On-screen Keyboard](#) on page 18 if you need help entering the caption or label text.
 7. If you entered the caption or label using the on-screen keyboard, touch **Done**. Otherwise proceed to Step 8.
 8. Touch **Save**.

 **Note:**

To remove a favorite contact number from the Home screen, follow the same procedure as for setting up a favorite and touch the number to toggle it from on to off. Make sure its status has changed, then touch **Save**.

9. Repeat Steps 3 through 7 to set up another favorite contact.
-

Changing the primary contact number

If a contact has two or three numbers, the primary contact number is the first number in the list. It is the number dialed when you touch a contact in the Contacts list. By default, the first number you enter for a contact is the primary number.

-
1. Press **Contacts**.
 2. Search for the contact whose primary number you want to change.
 3. Touch the **Details** button for the contact to display detail information.

4. Touch **Edit**.
 5. Touch **Primary**.
 6. Touch the number you want to become the new primary number.
 7. Touch **Done**.
 8. Touch **Save**.
-

Deleting a contact

-
1. Press **Contacts**.
 2. Touch the **Details** button on the contact you want to delete.
 3. Touch **Delete**.
 4. Touch **Delete** again to confirm or **Cancel** to cancel the deletion and return to the Contact list.
-

Chapter 9: Call History

The History screen provides a list of recent calls, with information about call disposition (missed, answered, or outgoing) and with caller name and number (where available), call time, and call duration. Call History also shows bridged calls and the number of missed calls from a given calling number. If you are a member of a call pickup group, any calls you picked up for another person or that you missed and were answered by someone else in your pickup group are shown with a Forwarding icon to allow you to review details of that type of call. When you have one or more missed calls, the History button lights and the Missed Calls icon and the number of missed calls display on the top line. To call a person listed in your Call History, see [Calling a person from call history](#) on page 41.

Viewing call history

-
1. Press **History**.
You can go to the top of the list by pressing **History** again.
 2. If you want to see a different list, touch the applicable icon at the upper right representing answered, outgoing, or missed calls.
 3. Scroll up or down to view the entries on the list.
-

Viewing call history details

-
1. Press **History**.
 2. If you want to see a different list, touch the icon at the upper right representing the list you want to view.
 3. If you don't see the call whose details you want to review, use the scroll bar to find it.

4. Touch the right arrow on the call for which you want to see detail information.
 5. Touch **Back** to return to the list view, or touch **Delete** to remove this call from the log, or touch **+Contact** to add this person and phone number to your Contacts list.
-

Adding an entry from the call history to your contacts list

-
1. Press **History**.
 2. Touch the **Details** button of the number you want to add to your Contacts list.
 3. Touch **+Contact**.
 4. Edit the name and telephone number, if necessary.
 5. Touch **Done** then **Save**.
-

Removing an entry from call history

-
1. Press **History**.
 2. Select the number you want to delete.
 3. Press **More > Delete**.
 4. Press **Delete** or **OK** to confirm, or press **Cancel** if you do not want to delete it.
 5. If you don't see the entry you want to delete, use the scroll bar to find it.
 6. Touch the **Details** button for the entry you want to delete to see detail information about the call.
 7. Touch **Delete**.
 8. Touch **Delete** again to confirm, or touch **Cancel** if you do not want to delete this entry.
-

Clearing all call history entries

Clearing all entries from the call history 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. However, if you are viewing the All Calls list, touching **Clear All** deletes all calls.

-
1. Press **History**.
 2. If you do not want to delete all calls, touch the icon at the upper right representing the list you want to clear. Select the list you want to delete.
 3. Touch **Clear All** to delete all of the entries in the list you are viewing.
 4. Touch **Clear All** to confirm. Press **Yes** to confirm.
-

Turning off call history

You can turn 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 history log.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Application Settings.
 5. Touch History to change the setting to or from Yes or No.
To turn logging of bridged lines from Yes to No, touch Log Bridged Calls.
 6. Touch **Save** to save the new setting or **Cancel** to return to the Application Settings menu.
-

Call History

Chapter 10: Using USB Flash Drives with your phone

Subject to your administrator's permission, if your telephone has a USB interface and you have a USB (Universal Serial Bus) flash drive (also called a thumb drive or memory stick), you can log into your phone from anywhere in the world, add contacts to your Contacts list from an E-mail or other PC software program, and display pictures from the device on your phone as a screensaver. You can also copy your contact list from your phone to a USB flash drive, replace the contents of your phone's current contact list with those on the USB flash drive, or temporarily use the flash drive's contacts instead of your phone's contact list.

 **Note:**

The 9621 IP Deskphone does not have a USB interface.

Avaya offers a PC application called Avaya one-X™ Deskphone USB Companion to help set up your USB device/phone options. Your administrator has certain setup responsibilities and can then help you determine which options are available to you and how to use the tool to set them up.

 **Note:**

USB Login: If you have automatic USB login capability, the only Contacts you can see are those on the USB device itself. Note that when you use the USB login, the Log Out menu option is not available to you; the only way you can log your phone out is by removing the USB device.

After setup, inserting the flash drive into the telephone's USB jack produces either a list of USB actions/options or a display message notifying you that you cannot proceed because your device is not supported or the device exceeds the telephone's available power. Whether power is provided to the phone's USB interface depends on how the phone is powered and administration settings. Only FAT or FAT32 file systems are currently supported; USB drives with NTFS file systems are not supported. Multiple LUNS are not supported.

Adding contacts from an external file to your contacts list

Use a USB flash drive to add contacts from an external file to your contacts list. Keep in mind that your contacts list cannot have more than 250 entries. Contact files merged or written to the phone's contacts list must be in a specific format. One way to ensure that the file is in the proper format is to export your telephone's Contacts list to your USB device, which automatically creates a properly formatted file. Avaya also provides a spreadsheet tool that

uses macros to convert your Outlook contacts into the Contacts format the telephone uses. For information on this tool, search for “Avaya one-X USB Companion” on the Avaya support site at <http://www.avaya.com/support>.

-
1. Plug the USB device into the jack near the center top edge of your phone.
 2. Touch **Select** to select Merge file and phone contacts.
The Merge option is shown only when both the USB file and the phone have contacts.
 3. The merge occurs automatically. When complete, review the statistics displayed, which show the number of entries, duplicates, and any errors.
 4. Touch **Save** to write the merged Contacts list back to the USB device and return to the list of contacts/USB actions or touch **Exit** to return to the list of contacts/USB actions without writing the merged file to the USB device.



Note:

Attempts to merge more than the 250 entries allowed produces a List Full screen which lets you either save the partial list (the first 250 entries) or cancel the merge without writing the external file's contents to the telephone.

Replacing your contacts list with an external file

Use a USB flash drive to replace your entire contacts list with the contacts from an external file. Incoming contacts must have a name and at least one and no more than three telephone numbers with associated types. If not provided, the type of number will default to the general type. Your system administrator can provide detailed format information about external data source files.

-
1. Plug the USB flash drive into the jack near the center top edge of your phone.
 2. Either scroll to Replace phone contacts with file then touch **Select** or touch the Replace phone contacts with file line directly.
 3. Review the statistics displayed, which show the number of valid and invalid entries, and if applicable, how many entries exceed the 250 contact phone maximum.
 4. Touch **Save** to overwrite and replace your contacts list with the file on your USB device or **Cancel** to cancel the replacement and retain your current contact list.
-

Copying your contacts list to a USB flash drive

You can copy your entire contact list from your phone to a USB flash drive for safekeeping or to use in an external software program. If the USB flash drive already contains a contact file, you must first confirm that you want to replace that file.

-
1. Plug the USB flash drive into the jack near the center top edge of your phone.
 2. Either scroll to Write file with phone contacts using the scroll control then touch **Select** or touch the Write file with phone contacts line directly.
 3. Touch **OK**.
 4. If your USB device currently has a contacts file on it, touch **Save** to confirm that you want to overwrite that file with the telephone's contact list.
-

Temporarily using a USB contacts list

You can temporarily use a contacts file on a USB flash drive rather than your phone's contact list as long as the USB flash drive remains attached to the phone. For example, copy your contacts list to your USB flash drive and take the device with you while traveling. If you have access to a guest phone with the latest telephone software at another site, you can attach the USB flash drive and use your contacts list.

-
1. Plug the USB flash drive with the contacts file you want to use into the jack near the center top edge of your phone.
 2. Either scroll to Use contacts file while present using the scroll control then touch **Select** or touch the Use contacts file while present line directly.
 3. Touch **OK** to access the contacts list on your USB flash drive.
Any changes or updates you make to your contacts list while the USB device is connected affect only the temporary file on the USB device, and not your "regular" telephone contacts list.
-

Using pictures from your USB device as a screensaver

If your USB device has a top level directory named `\Pictures` or another picture directory that is properly administered, you can use pictures in that directory as your phone's screensaver. Each picture displays for 5 seconds unless you specify a different value (from 5 seconds to 999 seconds). The maximum allowable height and width for each picture on a 9621G IP Deskphone is 480 x 272 pixels. The maximum allowable height and width for each picture on a 9641G IP Deskphone is 480 x 272 pixels. The picture file must be in JPEG (.jpg or .jpeg) format. Your administrator can help you set up this feature. Your administrator can also disable this feature, in which case the "My Pictures" option will not appear on the Home screen.

In addition to the features described in the [Using USB Flash Drives with your phone](#) on page 61 the Avaya one-X™ Deskphone USB Companion application includes a utility program to convert your pictures to the correct format.

-
1. Plug the USB device into the jack near the center top edge of your phone.
 2. At the phone, press the **Home** button.
 3. Select **My Pictures** to immediately begin displaying the pictures from your USB picture directory on the phone and then whenever the screen display "times out" after the administered idle period.

 **Note:**

If you disconnect the USB device from the telephone, the standard screensaver replaces your pictures after the designated idle period.

Chapter 11: 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 voice mail

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

Chapter 12: About 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. Log out to prevent unauthorized use of your telephone during an absence.

 **Note:**

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

Your administrator may provide you with a USB device with a pre-programmed Extension and Password in it, or may provide you with a PC-based tool for putting this information on a USB device. This will enable you to use the USB device to log in to the administered Extension and Password automatically, from any telephone in your system. See your administrator for details. If you log in with the USB Login option, the only way to log out is by removing the USB device from the phone connection.

 **Note:**

When you use the USB Login, the only Contacts you will be able to see are the Contacts on the USB device. See [Using USB Flash Drives with your phone](#) on page 61 for more information.

Logging in to your telephone extension

Log in from the initial screen when it prompts you for your extension.

-
1. Enter your extension.
 2. Touch **Enter**.
 3. Enter your password.
 4. Touch **Enter**.
-

Logging out of your telephone extension

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Log Out
 4. Touch **Log Out** to confirm.
-

Logging in as a guest user

Log in to another touch—based phone as a guest to retain the features and functionality of your own phone. For example, if you are temporarily using a visitor's office telephone but want to have your Contacts list available. The telephone must be on-hook to select this feature.

-
1. Press **Home**.
 2. Touch Settings.
 3. Select Guest Login.
 4. Enter your extension.
 5. Touch **Enter**.
 6. Touch Password.
 7. Enter your password.
 8. Touch **Enter**.
 9. Touch the left or right arrow to select the expected amount of time (1 to 12 hours) you will use this phone. You can log out as a guest at any time despite the duration you select.
 10. Touch **Enter**.
-

Chapter 13: Avaya Home Screen Applications

Avaya provides three useful applications with your phone. The World Clock application allows you to find out the time, temperature, day, and date in a selected city or country. The Weather application provides forecast information via an internet service for a location you specify. The Calculator application lets you perform calculations using the touch screen.

 **Note:**

If you press the **Home** button and don't see any or all of the applications this chapter describes, your administrator has not made the application(s) available to you.

Related topics:

[Adding World Clock locations](#) on page 69

[Viewing World Clock details](#) on page 70

[Using the Weather application](#) on page 71

[Using the Calculator](#) on page 72

Adding World Clock locations

You can set up as many as six locations for which you can track the time and related information. Once you set up one or more locations, the World Clock application will display the associated time of day and an icon representing the current weather condition for the location. You can tell at a glance whether it is day or night at a location; when the background color of a location is sky blue the time shown is after sunrise and before sunset and if the background color is dark blue the time shown is after sunset and before sunrise. You can also see detailed information about a selected location which includes the time, day, date, temperature and current weather conditions; see [Viewing World Clock details](#) on page 70 for more information. World Clock weather information is updated every three hours.

 **Note:**

If you press the **Home** button and don't see the World Clock application, your administrator has not made this application available to you.

 **Note:**

This application relies on internet connectivity to retrieve location-specific information. If access to the internet or the Weather.com service is interrupted or if the particular location does not return data, a Warning icon will display.

1. Press **Home**.
2. Touch World Clock.
3. Take one of the following actions:
 - If this is not the first time you are accessing the World Clock application, proceed to Step 4.
 - If this is the first time you are accessing the World Clock application, you will automatically be presented with the Location Entry screen on which you can enter either a United States Postal Zip Code, a City, a City and State, or a City and Country. Your entry can be up to 60 characters in length. For information about using the keyboard, see [Using the On-screen Keyboard](#) on page 18. Save the location using the **check mark** on the on-screen keyboard.



Note:

If there is more than one possible match for the location you entered, a screen displays a list of up to 10 potential locations. Touch a location on the list to select it as your location or touch **Back** to return to the Location Entry screen without making a selection. If you don't see the location you want, touch **Back** and enter more information, such as a comma followed by a country name.

4. When the Locations screen displays, you can:
 - Touch **Add** to add another location, use the on-screen keyboard to enter the information as described in Step 3 and save it using the check mark, or
 - Touch a location line to view time-related details about or to delete that location, or
 - Touch **Back** to return to the Home screen.
-

Viewing World Clock details

1. Press **Home**.
2. Touch World Clock.
3. Touch anywhere on the line of the location you want to look at. Details include the local time, day, date, location name, local temperature, and an icon indicating the local weather conditions. If a temperature is not available, two dashes show in its place. When the local weather is not available, that detail is left blank.

 **Note:**

Temperature units for world time are controlled by the Display Units in the Weather application.

4. Take one of the following actions:
 - Touch **Delete** to remove this location from your World Clock application.
 - Touch **Back** to return to the Home screen.
-

Using the Weather application

To activate the Weather application, you must input the city or postal code for which you want weather reports and indicate whether you want temperatures and wind speeds displayed as English or Metric units. Once you set up the location and measurement, the Weather application will display the associated current temperature, wind speed and humidity (if the temperature is 50 degrees Fahrenheit or 10 degrees Centigrade or more) or wind chill (if the temperature is less than 50 degrees Fahrenheit or 10 degrees Centigrade). Icons indicate current weather conditions and sunset/sundown times; see [About icons](#) on page 12 for descriptions. Forecasts are shown for the current day and the next day, as is the last time weather information was updated. Weather information is updated according to the update schedule of the internet service providing the information, whenever you touch the Refresh softkey, or change the location.

 **Note:**

If you press the **Home** button and don't see a Weather option, your administrator has not made this application available to you.

 **Note:**

This application relies on internet connectivity to retrieve location-specific information. If access to the internet or the Weather.com service is interrupted or if the particular location does not return data, a Warning icon will display.

 **Note:**

Depending on the particular location, the High Temperature for Today's forecast may be removed after 2:00 p.m. in that location.

-
1. Press **Home**.
 2. Touch Weather.
 3. Take one of the following actions:

- If this is not the first time you are accessing the Weather application, proceed to Step 4.
- If this is the first time you are accessing the Weather application, use the on-screen keyboard to enter a location or postal code of up to 60 characters in length. Touch **Next** to display a second screen to select a unit of measure. A unit selection default of Metric displays; touch it to change (toggle) the setting to English. Touch **Save**. For information about using the keyboard, see [Using the On-screen Keyboard](#) on page 18.



Note:

If there is more than one possible match for your location, a screen displays a list of up to ten potential locations. Touch a location on the list to select it as your location or touch **Back** to return to the location entry screen without making a selection. If you don't see the location you want, touch **Back** and enter more information, such as a comma followed by a country name.

4. When the Weather information for the location you entered displays, you can:
 - Touch **Location** to change the city or postal code, use the on-screen keyboard to enter the information, and save it using the check mark, or
 - Touch **Refresh** to view updated weather information, or
 - Touch **Back** to return to the Home screen.

Using the Calculator

The Calculator application works like most PC calculators. A special calculator keyboard lets you enter up to nine digits plus a decimal point and a minus sign. An overflow message displays and an error beep sounds when more than nine digits are entered. Math equations consider two values — x and y. The first value you enter is “x” and the next value is considered as “y” unless the next value is an equal sign; any value entered following an equal sign is taken to be a new “x” value and so on. Results display following the entry of operations like +, —, x, or a division symbol.



Note:

If you press the **Home** button and don't see the Calculator application, your administrator has not made this application available to you.

-
1. Press **Home**.
 2. Touch Calculator.

3. Use the on-screen calculator keyboard to enter your equation.
 4. Touch the **X** icon at the top right of the calculator to return to the Home screen.
-

Chapter 14: Setting up a Bluetooth® headset

The 9641G deskphone has a Bluetooth interface that supports connection of an Avaya branded Bluetooth headset or a non-Avaya headset that complies with the Bluetooth Headset Profile. Bluetooth® wireless technology simplifies your work environment and expands the range of your deskphone. You now have a wireless headset that allows you to move around while engaged in a call.

If you have problems with your headset or with your telephone while your wireless headset is operating, contact your telephone administrator for assistance.

Related topics:

[Pairing a Bluetooth® headset with your phone](#) on page 75

[Operating a Bluetooth® headset](#) on page 76

Pairing a Bluetooth® headset with your phone

Before using your wireless headset for the first time it must be paired with your phone so that they recognize each other. If you get a new headset, you must repeat the pairing process. The 9641G deskphone supports only one wireless headset at a time.

Note:

If your Bluetooth headset is not an Avaya brand, read the manufacturer's pairing instructions before proceeding. Although your headset package may include instructions for pairing the headset with any telephone, this procedure provides Avaya one—X™ Deskphone-specific pairing information.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Bluetooth Setup.
 4. Take one of the following actions:
 - If this is not the first time you are pairing a headset, proceed to Step 5.
 - If this is the first time you are pairing a headset, touch **Add**. If the correct device type is not highlighted, touch the other device type to select it. Follow the instructions on the screen and touch **Start** to begin the pairing process. Proceed to Step 6.

5. If this is not the first time you are pairing a headset, you can reactivate it or pair another supported Bluetooth headset; the current device the phone recognizes is listed first with a check mark on a list of available devices. Touch the appropriate device (headset) to select it from the list, then touch **Activate**. Alternately, you can touch **Add** to add another device to the list and pair it with the phone as described in the previous step.
 6. Every headset has a stored Passkey, but if yours is not processed, you may be asked to enter one using the dialpad. Avaya products use 0000 as the Passkey; for non-Avaya headsets, consult your manufacturer's documentation. Passkey entry can be up to 16 digits, but most devices use four digits. When complete, touch **Enter**.
 7. When the confirmation tone sounds, press **Finish**.
When pairing completes, the top line of the telephone display shows a Bluetooth® logo icon to indicate the wireless headset is active.
-

Operating a Bluetooth® headset

The operation information provided here is generic and may not apply to all wireless headsets, particularly those that are not Avaya branded. Consult the information your headset manufacturer provides for specific information.

 **Note:**

Be sure your Bluetooth headset's battery is charged according to manufacturer instructions.

Basic headset operation is as follows:

- Press and hold the **Power** button for at least three seconds to turn the headset on or off.
 - The Bluetooth icon on the headset flashes blue when the headset is on.
 - If the battery is low, the Bluetooth icon flashes red. Recharge the battery per the manufacturer's instructions
- To answer or end a call, press the headset's **Call Control** button.
- To place a call, press the headset's **Call Control** button. After you hear the dial tone, start dialing.
- If you are using the telephone handset, transfer the call to your headset by briefly pressing the **Call Control** button. To transfer a call from your headset back to the

handset, briefly press the **Call Control** button again, or if the handset is still on-hook, simply pick up the handset.

Setting up a Bluetooth® headset

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