Using Avaya 9621G/9641G IP Deskphones SIP

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- 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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Chapter 1: Introduction to 9621G and 9641G SIP deskphones

Your deskphone provides many features that include:

- Viewing and managing your calls, call logs, and contacts list
- Customizing your deskphone
- Accessing your voice mail
- Using integrated WML browser

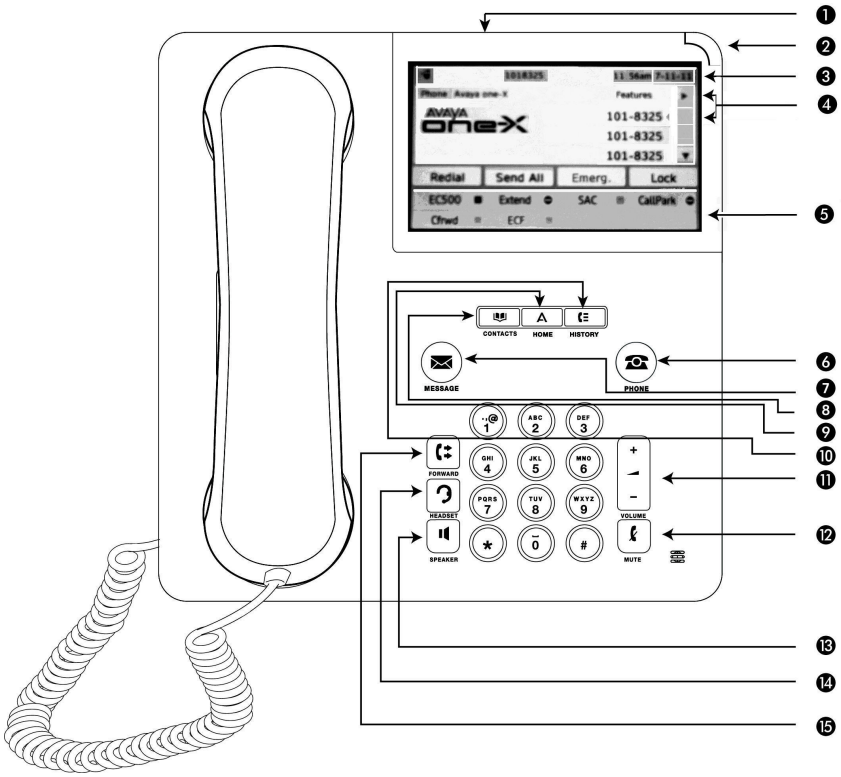
You can also attach up to three button modules to your deskphone to expand the available number of call appearances and features. Multiple button modules must all be the same type and same model. The 9621G model does not provide a port for button module attachment.

The letter G in a deskphone model name indicates the presence of a built-in Gigabit Ethernet adapter that increases the transmission speed of data.

The 9621G and 9641G deskphones provide a color LCD display. The 9621G deskphone has a smaller display area than the 9641G deskphone and does not have a USB interface. Unless specifically stated in this guide, the two models are essentially the same in terms of features and functionality.

Your administrator might not have configured all functions and features described in this user guide.

Physical layout



The following table provides descriptions of the deskphone buttons and features.

Callout Number	Name	Icon if applicable	Description
1	USB port	N/A	The 9621G does not have a USB port.
2	Message waiting indicator	N/A	An illuminated red light in the upper-right corner of your deskphone indicates that you have a voice mail. If you enabled Visual Alerting on your phone, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the deskphone lights the **Message** button when you have voice mail.
3	Phone display	N/A	The first line shows status information such as the time and date, primary extension, error indications, Instant Messaging indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view other screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your administrator administers the system. The

Callout Number	Name	Icon if applicable	Description
			number of lines available on touchscreen deskphones depend on how your administrator administers the Quick Touch Panel (QTP). For more information, see Setting the Quick Touch panel on page 33. Touch the line to start or answer a call. The last display line shows the QTP that displays the options that your administrator has administered for the extension such as EC500, Call Forwarding, or Extended Call Forwarding.
4	Features and call appearance lines	N/A	On touchscreen deskphones, call-related icons on the lines show the lines that are in use or available for calls. Touch the line that you want to use. Lines also indicate if the system or system number has enabled or disabled a feature in the Feature or System Numbers view.
5	Quick Touch Panel (QTP)	N/A	The QTP displays the options that your administrator administers for the extension such as EC500, Call Forwarding, or Extended Call Forwarding.
6	Phone		The **Phone** button displays the Phone screen when you press the button. During a call, you can gain access to the following options from the Phone screen: • Hold • Conference • Transfer • Drop call
7	Message		When you press **Message**, you are connected directly to your voice mail system. The deskphone lights this button when you have voice mail messages waiting.
8	Contacts		When you press **Contacts**, the Phone screen displays the entries in your contact list.
9	Home		When you press **Home**, you gain access to the Home screen to configure options and settings, access the browser and or any applications available to you, log out, or view network information.
10	History		When you press **History**, the Phone screen displays the history of your outgoing, incoming, and missed calls. The icon on the **History** the deskphone lights the button when you have missed calls. The top line shows the **Missed Call** icon and the number of calls that you have missed.
11	Volume	+ −	If you press **+** or **-** on the **Volume** button on an active call, the phone increases or decreases the volume of your handset, headset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.

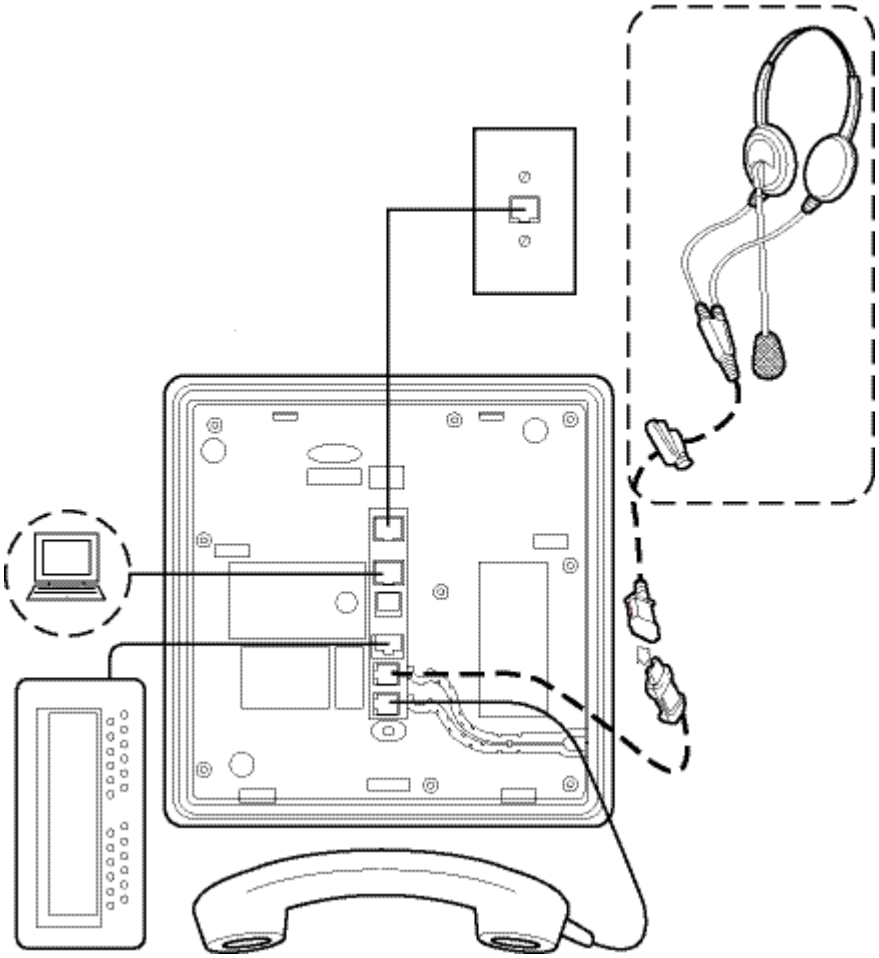
Callout Number	Name	Icon if applicable	Description
12	Mute		Press the **Mute** button to mute a call in progress. To take a call off mute, press **Mute** again.
13	Speaker		Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the **Headset** button.
14	Headset		Press the **Headset** button to use the headset if connected.
	Forward		Press **Forward** to display the Forwarding menu.

About connection jacks

The following image illustrates the connection jacks that are present on the back panel of Avaya one-X Deskphone 9621G and 9641G models. The image schematically describes which device to connect in which jack.

Note:

9621G does not support a button module.



Scrolling and navigation

Use the up and down arrow buttons on the right side of the screen to scroll up or down the list.

If the administrator has enabled Busy indicator, System Numbers, or Autodial buttons on your deskphone, you can tap **More** on the Features list to see these buttons.

When you tap the details button, a blue, right-facing arrow, you can view more information about the item. For example, if you tap the arrow to the right of a contact name, the deskphone displays a screen with the numbers that you have stored for that person.

You can tap a line or softkey or tap the on-screen softkey labels. Softkey labels change according to the context. For example, you can tap a contact to make a call to that person and tap a line on the Phone screen to answer an incoming call, to go off hook, to make a call, or to resume a call on hold.

You can also gain access to the Phone screen or the Home screen anytime by pressing the appropriate buttons on the deskphone.

Icons

Icons indicate the state of a call, navigation choices, call history types, contact telephone types, feature status, Home screen applications, and options. 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 or feature status. Icons also appear on application screens like the Contacts list and call History.

The icons you might see on your touch-based deskphone are described in the following table, grouped into the screens or applications to which they apply.

Home screen icons

Home screen icons are touch-based. Using these icons, you can initiate actions like changing telephone settings, gaining access to the Favorite numbers to add or change the numbers, or cleaning the display screen. Your administrator might make other, optional Home screen icons available to you that do not appear in this table. Your system administrator can provide information about optional applications.

Icon	Description
	Designates the general phone number for a favorite Contact. For more information, see Setting up favorites on page 26 .
	Designates the home phone number for a favorite Contact. For more information, see Setting up favorites on page 26.
	Designates the work phone number for a favorite Contact. For more information, see Setting up favorites on page 26 .
	Designates the mobile phone number for a favorite Contact. For more information, see Setting up favorites on page 26.
	Tap to gain access to the WML Browser application.
	Tap to gain access to the Settings menu.
	See more Home screen icons.
	See previous page of Home screen icons.

Icon	Description
	Tap to gain access to the Main Menu Clean Screen option.
	Indicates an energy-saving measure. When you tap this icon, the display backlight turns off. When the backlight is off, any activity on your deskphone turns the backlight on.
	Tap to gain access to the Main Menu Log out option.
	Tap to gain access to the Main Menu Network info options.
	Tap to gain access to the Screen & Sounds Options menu from the Options & Settings menu.
	Tap to gain access to the Call Settings menu from the Options & Settings menu.
	Tap to gain access to the Application Settings menu from the Options & Settings menu.
	Tap to gain access to the Language & Region menu from the Options & Settings menu.
	Tap to gain access to the Advanced Settings menu from the Options & Settings menu.
	Tap to gain access to the Speed Dial assignment menu from the Options & Settings menu.
	Tap to gain access to the Favorites assignment menu from the Options & Settings menu. This feature is designated a favorite. For more information, see Setting up favorites on page 26.

Contact and call history icons

These icons indicate the Call History types, Contact phone types, and navigation choices.

Depending on their purpose, some icons appear on the top line, for example, to notify you that you have missed calls in the Call History. Other icons display on call appearance lines, for example, the Detail icon to the right of a Contact name lets you navigate to that contact's detail information. Icons also appear on application screens like the Contacts list and call History.

Icon	Description
	Details button. Touch to display more information about a line item or to access related information screens.
	Call History — all calls.

Icon	Description
	Call History Missed call.
	Call History Outgoing call.
	Call History Answered call.
	Contact — Home telephone number.
	Contact — Mobile Telephone number.
	Contact — Work telephone number.
	Contact — Delete individual numbers for a contact.
	Contact — Favorite.
	Presence icon indicating a Contact whose presence you want to track. Touch this icon to indicate you want to set up presence tracking on the Contact detail screen and enter a phone number or URI/URL to be tracked for this Contact.

Feature-related icons

Depending on their purpose, some feature-related icons appear on the top line, for example, to notify you that the Send All Calls features is active or if a system failover is occurring. Other icons display on the Feature Menu to indicate whether the individual features listed are active or inactive.

Icon	Description
	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 92 for information.
	Send All Calls feature is activated.
	Feature is activated.
	Feature is off (not activated).

Icon	Description
HD	Indicates that the call is using a wideband codec for good voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates that the user enabled the LNCC feature. User can control the number of concurrent incoming calls by using the Limit Number of Concurrent Calls (LNCC) feature that changes the Multiple Call Appearance deskphone to a Single Call Appearance deskphone. If the user receives an incoming call when the LNCC feature is active and the user is already on a call, the caller gets the busy tone.

Presence icons

These icons indicate the status of a contact whose presence you are tracking.

Icon	Name	Description
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away from the deskphone.
	Do not Disturb	User does not want to communicate.
	Out of Office/Offline	Out of Office: User is out from the office. Offline: User wants to appear invisible.
	Unknown	The presence status of the user is unknown or the deskphone is not registered.

The deskphone displays presence icons only when you set up the option of tracking presence of a contact. You can set up the option while adding or editing the contact details.

Note:

Presence tracking is available only if the administrator configured the feature for you.

Call-related icons

These icons indicate the state of a call, call-related features, navigation choices, or other icons that may appear on the Phone screen.

Depending on their purpose, some icons appear on the top line, for example, to notify you that a headset is active. Other icons display on call appearance lines to show call states.

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

Icon	Description
	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 92 for information.
	Your administrator may place this icon on one of your softkeys as an energy-saving measure, or it may appear on the Settings menu. Touching this icon turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.

Adjustable stand and display screen

You can adjust the display screen as required. To move the display screen, gently pull from the top of the display screen towards you even as you hear clicking sound. Each click indicates a locking position. You can push the screen back to return to the original flat position. Gently pull the display screen towards you and push to return the display screen to the original flat position.

You can place the phone on the stand in a flat position or at an angle. To place the phone vertically for wall mounting, reverse the tab located under the switchhook in the top ear piece pocket and ensure that the handset is in the correct position. You need a small screwdriver to lift the tab and reinsert back the reversed tab.

Using the On-screen keyboard

A keyboard appears on the screen 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.

The following diagrams help you to understand how to add or change names, telephone numbers, or labels. Tapping and holding the backspace button produces an automatic repeat action where the letters are cleared one by one moving backwards as long as you keep pressing the Backspace button. Tap the **Done** check mark when you finish editing. Use the **Cancel** mark to discard any edits and return to the previous screen.

Figure 1: Text Entry Keyboard

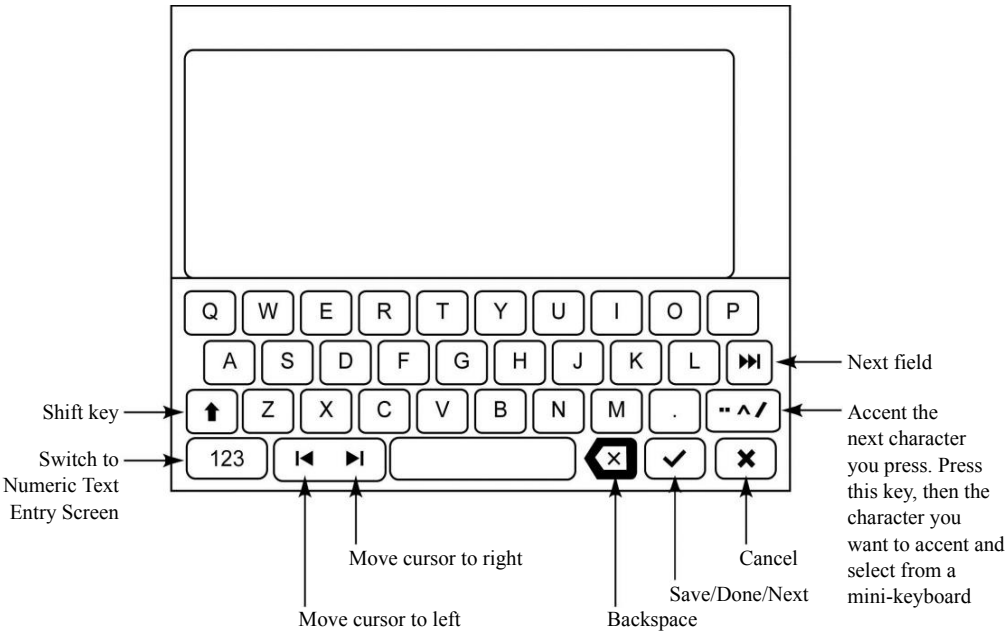
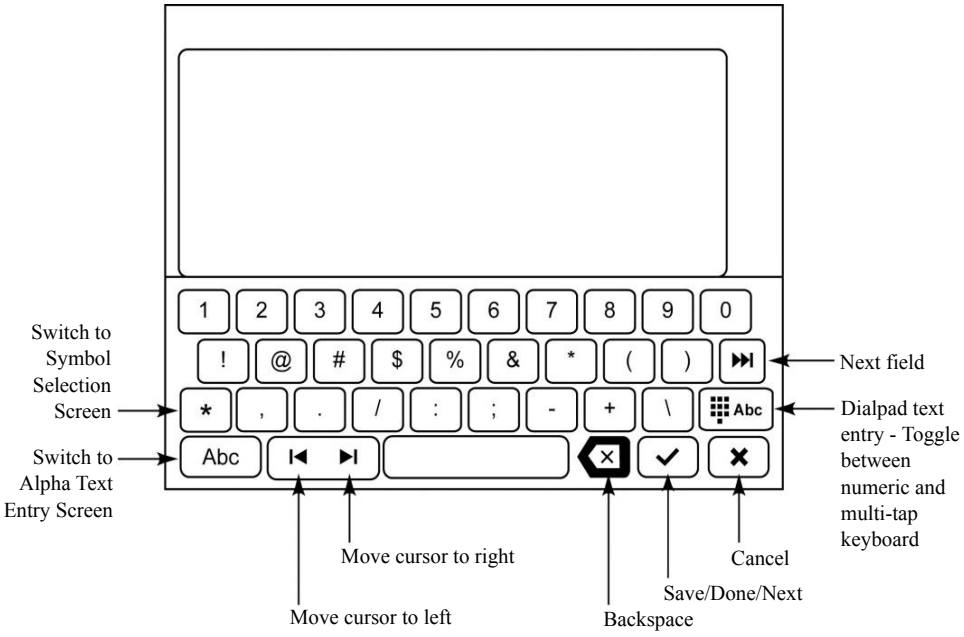


Figure 2: Numeric Entry Keyboard



Cleaning the screen

Clean the touchscreen periodically to remove fingerprints and other marks on the screen by using a soft, slightly damp, lint-free cloth. From the Home screen, select **Settings** and then select **Touch**

Screen Cleaning to disable the touchscreen so that you do not initiate an action or application. Follow the instructions that appear and press any phone button when you complete cleaning.

Warning:

Use plain water or a cleaner specifically designed for LCD, computer, or touch screens. Do not use harsh chemicals, window cleaner, abrasives, aerosol sprays, ammonia, or solvents to clean the touchscreen. Do not let the cleaning liquid enter the phone through the openings.

Network information

Your system administrator might ask you to check the phone or network settings to investigate problems. You can get network information from **HOME** > **Settings** > **Network Information**.

The Low Network Quality icon on the top line of the phone display indicates if an issue with the network might be affecting call quality. Tap the icon to navigate to the Network Information screen and view the related network information.

An HD Sound Quality icon on the top line of the phone display indicates that the call is using a good quality sound codec. Tap the icon to navigate to the Network Information screen and view the related network information.

Network Information has seven different screens for viewing the options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, 802.1X Parameters, Miscellaneous, and Diagnostics.

Contact your administrator for more information on the options related to network information and the settings that the system requires.

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, view your phone and network settings, use Favorite buttons, clean the screen, access your calendar (if available), and log out.

You can set up speed dial icons and Favorites to appear on your Home screen. See Setting up speed dialing on page 25 and Setting up favorites on page 26, respectively. Your administrator may make other Web-based applications available on your Home screen, for example, a corporate directory or support page. To invoke any application you see on the Home screen, touch its icon. If you have designated more than nine Favorites, or your administrator has enabled more than eight total WML and Avaya-provided applications, you 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.

If you have a Calendar application, you can review appointments and reminders. See Integrating other applications with your phone on page 35 to set up your calendar preferences and Using the Calendar on page 74 for information on working with this feature.

The exact content of your Home screen depends on how your administrator has set up your system but it always includes Settings, which 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, clean your screen, log your phone out, and more.

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.

Settings

The Settings menu contains choices for:

- **Options & Settings**
- **My Presence**
- **Network Information**
- **Light Off**
- **Touch Screen Cleaning**

- **About Avaya one-X**
- **Log Out the extension**

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.
- Assign Speed Dial Entries, to set up speed dialing for numbers you call often.
- Assign Favorite Entries, to set up favorite contacts you can dial directly from the Home screen.
- 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 your phone's brightness, changing the ring pattern, call pickup alerting, selecting a different display language, showing the quick touch panel, and setting button clicks and tones.
- Language & Region, to change the language on your display or to set the time display to a 12 or 24 hour format.
- Advanced Options, to set Automatic Gain Control (AGC) for your headset, handset, and/or speaker audio and to set up your calendar options to integrate the Microsoft Exchange Server calendaring feature with your deskphone.

My Presence provides option to manually changing your presence status.

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 20.

Light Off lets you turn the display backlight off, to save energy. When you next use the phone, the backlight comes back on.

Touch Screen Cleaning disables the display so you can remove fingerprints or other marks from the touch screen. For more information, see Cleaning the screen on page 19

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

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.

Displaying the Phone screen on dialing

About this task

Use this task to set the deskphone to display the Phone screen when you dial a number to make a call.

Procedure

1. Press **Home**.

2. Tap **Settings** > **Options & Settings** > **Call Settings** > **Phone Screen on Calling**.
3. Tap to select one of the following:
   - **Yes**: To display the Phone screen when you dial a number.
   - **No**: To remain on the current screen when you dial a number.
4. Tap **Save**.

Displaying the Phone screen on receiving a call

About this task

Use this task to display the Phone screen when you receive a call.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Call Settings** > **Phone Screen on Ringing**.
3. Tap to select one of the following:
   - **Yes**: To display the Phone screen when you receive a call.
   - **No**: To remain on the current screen when you receive a call.
4. Tap **Save**.

Displaying call timers

About this task

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

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Call Settings** > **Display Call Timers**.
3. Tap **Yes** or **No**.
4. Tap **Save**.

Setting redial options

About this task

Use this task to view a list of last six numbers that you dialed or to dial the last dialed number when you use the redial feature.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Call Settings** > **Redial**.
3. Tap to select one of the following options:
   - **One Number**: To dial the last dialed number.
   - **List**: To display the last six dialed numbers.
4. Tap **Save**.

Configuring visual alerts

About this task

Use this task to cause the LED in the top right corner of the phone to flash when the deskphone gets incoming calls.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Call Settings** > **Visual Alerting**.
3. Tap to select **On** or **Off**.
4. Tap **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.

Procedure

1. Press **Home**.
2. Tap to select **Settings** > **Options & Setting** > **Call Settings** > **Audio Path**.
3. Tap to select **Headset** or **Speaker**.
4. Tap **Save**.

Setting dialing options

About this task

Your phone has the following two dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- You can use the edit dialing feature. If you set this feature, you can enter all or part of the number, use backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey. Edit dialing may not be available to you, depending on how your system is administered.

If you activated the Limit Number of Concurrent Calls (LNCC) feature in the edit dialing mode, and you start dialing a number when at the same time your deskphone receives a call, the deskphone logs this call as a missed call.

Procedure

1. Press **Avaya Home**.
2. Tap **Settings** > **Options & Settings** > **Call Settings** > **Dialing options**.
3. Tap to select **On-hook** or **Editable**.

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

Toggling caller name and number

About this task

Use this procedure to display either caller name or caller number if the caller name is too long to fit on the deskphone screen.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Call Settings** > **Toggle Caller Name and Number**.
3. Tap to select **Yes** or **No**.
4. Tap **Save**.

Setting up speed dialing

About this task

Use this task to assign speed dial numbers to your contacts. You can assign speed dial numbers to up to 10 contacts.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Assign Speed Dial Entries**.
3. Tap the required unassigned line.
4. Tap to select the number that you want to assign.

   For more information on using the speed dial feature, see Speed dialing a person on page 41.

Setting up favorites

About this task

Use this task to create a list of favorite contacts or features for quick access. You can include up to nine favorite items in the favorite list.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Assign Favorite Entries** > **Set Favorites**.
3. Perform one of the following actions:
   - To add a favorite contact, tap **Contacts**.
   - To add a favorite feature, tap **Features**.
4. Tap **Select** to choose the required contact or feature.

Personalizing labels

About this task

You can change the labels that the phone displays for your extensions, features, and the system numbers or 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. For example, you can change a Help Desk extension to read *Help Desk*. For information on editing Autodial button labels, see Assigning labels to auto-dial numbers.

Procedure

1. Press **Home**.

   Note:

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

2. Tap **Settings**.

3. Tap **Options & Settings**.
4. Tap **Application Settings**.
5. On the **Application Settings** menu, tap **Personalize Button Labels**.
6. Tap either **Extensions** or **Feature** labels, depending on which type of label you want to personalize.
7. Tap the label you want to edit.
8. Use the **Edit** keyboard to type the new label using up to 15 characters. For information about using the keyboard, see Using the On-screen Keyboard on page 18.
9. Tap the **checkmark** to save the new label or **X** to return to the menu without saving.

Adjusting the brightness or contrast of the display

About this task

Use this task to adjust the brightness and contrast of deskphone screen or button module as applicable. Contrast adjustment applies only to a deskphone with a black and white display or a button module attached to a deskphone with a color display screen. You cannot adjust the contrast of a deskphone with a colored display.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options**.
3. Tap **Brightness** or **Contrast**.
4. Select Phone or an attached button module as applicable.
5. Tap the desired brightness or contrast level.
6. Tap **Save**.

Setting the Return to Home Screen option

About this task

Use this task if you want your deskphone to display the home screen after 10 minutes of being idle. The default time is 10 minutes. Your administrator can change the default time to any value between 0 and 30 minutes.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options** > **Return to Home Screen**.

3. Tap to select one of the following:
   - **Yes**: To turn the feature on.
   - **No**: To turn the feature off.
4. Tap **Save**.

Setting the text size

About this task

Use this task to change the size of the text. The large text option is available only for the English language.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options** > **Text Size**.
3. Tap to select one of the following:
   - **Normal**: To set the default text size.
   - **Large**: To set the large text size.
4. Tap **Save**.

Setting a ring tone for your deskphone

About this task

Use this task to select a ring tone for incoming calls. You can select from a range of classic and rich ring tones. Classic ring tones are simple synthesized sounds. Rich ring tones are richer and more complex sounds.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options** > **Personalized Ringing**.
3. Tap the required ring tone.
4. Tap **Save**.

Setting a ring tone for incoming forwarded calls

About this task

Use this task to specify the ring tone that you want to hear for incoming calls that are forwarded to your deskphone. You can hear the ring tone that you specified for the:

- Caller.
- First deskphone that forwarded the call.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options** > **Call Fwd Ring**.
3. Tap to select one of the following:
   - **Caller**: To hear the ring tone that you specified for the caller.
   - **Forwarder**: To hear the ring tone that you specified for the first deskphone that forwarded the call.
4. Tap **Save**.

Setting a ring tone for Team Button

About this task

Use this task to set a ring tone for deskphones that you monitor.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options** > **Team Button Ring Type**.
3. Tap the required ring tone.
4. Tap **Save**.

Setting an alert for a call pickup group

About this task

Use this task to set a call pickup group alert on your deskphone. The call pickup group alert provides a visual or an audio alert on your deskphone when a member in your call pickup group gets a call.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options** > **Call Pickup Indication**.

3. Tap to select one of the following:
   - **Audible**: Provides an audio alert.
   - **Visual**: Provides a visual alert.
   - **Both**: Provides both audio alert and visual alert.
   - **None**: Provides no call pickup alert.
4. Tap **Save**.

Setting a ring tone for a call pickup group

About this task

Use this task to select a ring tone for an audio alert on your deskphone for a call pickup group.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options** > **Call Pickup Ring Type**.
3. Tap the required ring tone.
4. Tap **Save**.

Changing the background logo

About this task

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

Note:

Your system administrator can also change the background logo through the settings file.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen and Sound Options** > **Background Logo**.
3. Tap to select the required logo.
4. Tap **Save**.

Turning button click sounds on and off

Procedure

1. Press **Home**.

2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options** > **Button Clicks**.
3. Tap to turn sound on or off.
4. Tap **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.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options** > **Error Tones**.
3. Tap **Change** to turn error tones on or off.
4. Tap **Save**.

Setting key repeat delay

About this task

Use this procedure to set the time for which you must press the navigation key to start the auto repeat process. You can select from the following options:

- No Repeat
- Default
- Short
- Long
- Very Long

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Screen & Sound Options** > **Key Repeat Delay**.
3. Tap to select the required option.
4. Tap **Save**.

Enabling wireless headset

About this task

Perform the following procedure to enable a wireless headset to provide alert and receive incoming calls or to only receive incoming calls.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Call Settings** > **Headset Signaling**.
3. Tap to select any of the following options:
   - **Disabled**: Disables the deskphone to headset setting.
   - **Switchhook and Alert**: Activates the headset if you press **Headset**. When the deskphone receives an incoming call, you hear the alert tone in the headset.
   - **Switchhook only**: Activates the headset if you press **Headset**. When the deskphone receives an incoming call, you do not hear the alert tone in the headset.

Activating mute alerting

You can configure your deskphone to alert you if your deskphone is on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Call Settings** > **Mute Alerting**.
3. Tap to select from one of the following options:
   - Audible
   - Visual
   - Both
4. Tap **Save**.

Setting the phone screen width

Procedure

1. Press **Home**.
2. Tap to select **Settings** > **Option & Settings** > **Screen & Sound Options** > **Phone Screen Width**.
3. Tap to select to select one of the following options:
   - Full: Each call appearance or feature occupies the entire width of a line.
   - Half: Each call appearance or feature occupies half the width of a line, effectively splitting the screen in half or half to full. If your screen width is set to half and you set the deskphone to display large text, the screen width will automatically change from half to full to allow the larger text size to display properly. In this case, if you prefer a split screen, you must turn off large text.

4. Press **Tap**.

Setting the Quick Touch panel

About this task

When you use the Quick Touch panel, the Phone screen provides access to your features or call appearance buttons at a glance. You can set the Quick Touch Panel to display one or two lines, or not display any lines. Displaying the Quick Touch panel can limit your call appearances display to three lines at a time.

Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Screen and Sound Options**.
5. On the **Screen and Sounds** menu, tap **Show Quick Touch Panel**, then tap the **Right** softkey to change the setting from 1 Line to 2 Lines, from 2 Lines to 0, or from 0 to 1 Line.
6. Tap **Save** to save the setting or **Cancel** to return to the menu without saving.

Changing the display language

About this task

Use this task to change the display language of your deskphone.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Language & Region** > **Language**.
3. Tap the required language.
4. Tap **Save**.

Setting the time format

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

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Language & Region** > **Time Format**.

3. Tap the required time format.
4. Tap **Save**.

Setting headset profile

About this task

Use this task to select an appropriate headset profile that best matches the acoustic of deskphone with your headset.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Advanced Options** > **Headset Profile**.
3. Tap to select the profile that matches your headset.

   For more information on headset profiles that Avaya supports, see the document *Avaya one-X® 96X1 Series IP Deskphone Headset Profiles* at the Avaya Support website.
4. Tap **Save**.

Turning automatic gain control on or off

About this task

The automatic gain control (AGC) automatically adjusts the audio output level to achieve a constant and better quality audio.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Advanced Options** > **Automatic Gain Control**.
3. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
4. Tap to turn AGC on or off.
5. Tap **Save**.

Configuring Hearing Aid Compatibility

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Advanced Options** > **Handset Equalization Operation**.

3. Tap to select one of the following options:
   - Default
   - Audio Opt for audio optimization
   - HAC Opt for hearing aid compatibility optimization
4. Tap **Save**.

Integrating other applications with your phone

About this task

If your administrator has set up this option, you can integrate Microsoft applications like the Microsoft® Exchange Server calendar and contacts with your phone. First, establish your credentials by entering your user name and password you use for Microsoft Exhange Server email purposes and the location of your Exchange Server. After establishing your credentials, you can set your calendar preferences.

Procedure

1. Press **Home** .
2. Tap **Settings** > **Options & Settings** > **Advanced Options** > **Exchange Integration**
3. 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 **Email Name & Password** and enter the following:
   - Your Microsoft Exchange server email user name.
   - Your Microsoft Exchange server email password.
   - The location, domain or the IP address, of the server on which Microsoft Exchange runs.
   - Whether you want the deskphone to display a prompt to enter your user name and password every time you access Microsoft Exchange calendar on your phone. Tap to change this setting as required.
4. Tap the applicable line and use the dialpad to type your credentials.
5. Tap **Save** to save your settings and preferences.
6. To set or change your calendar preferences, select **Calendar** and enter the following:
   - Whether or not you want your phone to activate the calendaring feature. Tap to change the **Use Exchange Calendar** setting to **Yes** or **No**.
   - Whether or not you want your phone to remind you of items on your calendar. Tap to change the **Enable Exchange Reminder** setting to **Yes** or **No**.
   - 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 reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder 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. Use the **Backspace** softkey to remove an existing value and then use the dialpad to enter the new value.

- Whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the **Exchange Snooze Time** 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. Tap to change the **Exchange Reminder Tone** to **Yes** or **No**.

7. Tap **Save** 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.

Browser

Your deskphone includes WML Web browser capability to use additional applications. The applications available through the browser vary depending on how your system administrator has configured your deskphone. For more information, contact your administrator.

To open the browser, press the **Home** button. Then touch the browser icon on the display. If you do not see the Browser icon on the Home screen, Web applications are not available for your deskphone.

Note:

The 9601 deskphone does not support displaying images through the browser.

Using the WML browser

Procedure

1. Press **Home**.
2. Touch **Browser**.

   The WML browser opens the home page.
3. Scroll to the link that you want to view.
4. Touch a link to open.

   The browser opens the link.
5. Perform any of the following actions:
   - To stop loading the current page, touch **Cancel**.
   - To reload the current page, touch **Refresh**.

- To open the home page, touch **Home**.
- To close the browser, press **PHONE**.

Chapter 3: Answering a call

About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you might need to select the call you want to answer manually.

The phone displays an incoming call as a green line with a ringing bell icon. To answer the call, tap the call appearance line.

Note:

The procedure for answering a call might vary depending on how the administrator has configured your phone.

If you do not have the **Go to Phone Screen on Ringing** option enabled and if the phone does not display the Phone screen, incoming calls display on the top line of the screen. You can tap the line to answer the call.

Procedure

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, tap **Answer** softkey to answer the call 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 tap **Answer**. The deskphone automatically answers the incoming call and puts the previous call on hold.
-

Note:

To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**. For more information, see Displaying the Phone screen on receiving a call on page 23.

Switching to another deskphone during an active call

About this task

Use this task to switch to another registered deskphone during an active call when you have registered more than one deskphone with your extension.

Procedure

1. Answer the incoming call from your deskphone.
2. To switch to the other deskphone, tap **Bridge** on that deskphone.

Chapter 4: Making a call

About this task

If you are not on a call, dial the number you want to call. If you have earlier configured the dialing option 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 42 for information. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen. When the phone displays the Phone screen, press **Phone** to move to the top of the call appearance list; press **Phone** again to display the Home screen.

Procedure

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, tap that icon to initiate dialing.

Making an emergency call

About this task

If your administrator configured emergency calling for your deskphone, the Phone screen displays an **Emerg** softkey to immediately connect you with a preset emergency services number.

Note:

You can make an emergency call when your deskphone is logged out only if your administrator configured this feature for you.

Important:

During phone failover, when the phone switches between system servers due to a system failure, the Emergency softkey might not be available until your phone connects to an alternate server. This process might take a few seconds.

Procedure

1. On the Phone screen, tap **Emerg**.
2. Tap **Yes** when the deskphone displays a prompt.

   Some call servers call back to confirm the emergency status. The phone automatically answers the incoming call on the speaker by going off-hook.

3. To end the emergency call, tap **End Call** or press **Speaker**.

Redialing a number

Procedure

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

   The phone redials the last number or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information on redial settings, see Setting Redial Options on page 23.

   Note:

   The phone clears the last number dialed and redial list if you clear the Outgoing Call Log.

   Note:

   Your system administrator can disable Redial functionality.

2. Tap the number you want to redial.

Speed dialing a person

Procedure

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call. 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.

Note:

Button modules are not supported on Avaya 9621G IP deskphone.

To assign speed dial numbers to up to 10 contacts, see Setting up speed dialing on page 25.

Autodialing a pre-assigned number

About this task

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.

Procedure

1. From the Phone screen, scroll right till you gain access to the System Numbers menu.

To assign labels to or edit labels for your Autodial numbers, see Assigning labels to auto-dial numbers on page 78.

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

Making a call using edit dialing

Before you begin

Your administrator has to authorize this function.

About this task

Using the Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using softkeys, you can change the number or character format or backspace to "edit" the number before actually dialing it.

Procedure

1. From the **Phone** screen, enter the number you want to call.
2. To edit the number, tap the **X** softkey to erase the previous character, one character at a time. To move the cursor forward or backward use the Right or Left Arrow softkeys. To change the character format, tap the **Abc** softkey. To cancel dialing, touch **Cancel**.
3. Tap **Call**.

Calling a person from the contacts list

About this task

You can call any contact from your contacts 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 displays the first match in your list. When you find the entry you want, touch that line to dial the primary number of that contact. If you have entered additional numbers for that contact, you can touch the **Details** button to see them, and then touch the number you want to dial.

Procedure

1. Press **Contacts**.
2. Find the contact that you want to call by typing the name of the person as listed.

   For example, if you added John Smith to your contacts List as “Smith, John”, start typing the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.

3. To call the primary number for the contact, 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 fields for the contact, then touch the desired number.

Making a call using URI dialing

About this task

When you have the edit dial option enabled, you can make a call using the URI dialing feature. To make a call using URI dialing, you must know the URI of the extension that you want to call.

Procedure

1. Enter the number that you want to call.
   a. Touch the backspace softkey (**X**) to delete the characters you have entered.
   b. Touch the **ABC**, **abc**, or **123** softkey to change between the input methods.
2. Enter the complete URI that you want to call.
3. Touch **Call**.

Calling a person from the call history

Procedure

1. Press the **History** button.
2. Tap the appropriate icon at the upper right of the screen to view All Calls, Missed Calls, Answered Calls, or Outgoing Calls.

   For icon descriptions, see About icons on page 13.

   Depending on administration, returning a missed call might result in the phone deleting the call history entry when the calls goes through.
3. If you do not 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, tap the number to dial the corresponding number.

Dialing an E.164 number

About this task

E.164 is a standard format of international public telephone numbering. An E.164 number can have up to 15 digits and is preceded by a plus sign (+). Use the following procedure to dial an E.164 number.

Procedure

1. Tap asterisk (*) twice or tap the plus sign (**+**) to display the plus sign (+).

   If you are using the **SPEAKER**, the **HEADSET**, or the call appearance line, the deskphone displays the plus sign (+) softkey on the screen.

2. Dial the number that you want to call.

Clearing a number

Procedure

Tap to erase dialed digits one by one and enter a new number.

Note:

You can clear a number only if you have enabled the Edit Dialing feature on your deskphone.

Chapter 5: Initiating a group page

About this task

Using the Group Paging feature, you can make a call to a group of users that your system administrator has set up for you. A group page supports only one-way audio. That is, when you initiate a group page, only you can speak. When you initiate a group page, the page continues till you end it. However, the participants can drop out from the page individually.

To initiate a group page, you must know the group pilot number of the group that you are trying to send a page to. To know about the group pilot number, contact your system administrator.

Procedure

1. Dial the group pilot number.

   The extensions in the group that you are calling auto answer the page.

2. Wait for seven seconds before you speak as the deskphone requires that time to allow audio path.
3. Touch **End Call** to stop paging.

Chapter 6: Standard call related features

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

Depending on the action you want to perform, either press the appropriate button on the phone or tap the appropriate softkey while on a call.

Muting a call

About this task

While on a call, you can mute the microphone of your phone so that the other party cannot hear you. You can configure your deskphone to alert you if your dekphone is on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone.

Procedure

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

   Note:

   If a call is on mute and you switch between the handset, headset, or speakerphone, the mute is turned off. When you mute the call, the Mute button light is on and the top line displays the Mute icon.

Configuring mute alert

About this task

You can use the mute alert feature to get an alert if you start to speak while you have put your phone on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone. This feature is available only when the Mute Alerting option is set to Audible, Visual, or Both as described in Activating mute alerting on page 32 and you Mute an active call. Mute alerting is turned off automatically when you press the Mute button to take the call off mute.

Depending on the Mute Alerting setting you choose, the Phone screen provides the following feedback actions and options:

- Audible — If you put a call on mute and start speaking, after 15 seconds, the phone produces a beep to notify you that you have muted your phone.
- Visual — If you put a call on mute and start speaking, after 15 seconds, the phones displays a message that reads “Phone is on mute” on the phone status line.
- Both — Combines the actions and options of both audible and visual alerting.

When you put a call on mute, the phone displays the status of your Mute Alert settings in one of the call appearance lines. If you have enabled Mute Alert, the phone displays “Mute Alert on.” If you have disabled Mute Alert, the phone displays “Mute Alert off.”

Procedure

1. To turn the Mute Alert feature off, touch the **Mute Alert on** line.
2. To turn the Mute Alert feature on, touch the **Mute Alert off** line.

Putting a call on hold

Procedure

1. If you are not active on the line you want to put on hold, tap that line.
2. Tap **Hold**.

   Note:

   The phone might display a hold timer when you put a call on hold. For more information, see Configuring call timers on page 23.

3. Tap **Resume** or the call appearance of the held call to retrieve the call. Your system administrator might 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.

Making an unattended transfer

Before you begin

You must answer the call before transferring the call to another deskphone

About this task

An unattended transfer is when you transfer an active call to another deskphone without announcing the call transfer. If the administrator enabled the Transfer on Hang-up feature, you can complete the call transfer by disconnecting the deskphone through any of the following methods:

- Put the handset on the cradle
- Press **Speaker**

- Press **Headset**

Procedure

1. While on the active call, tap the **Transfer** softkey.
2. Perform one of the following actions:
   - Dial the number.
   - Call the person from the contacts list or from the history list.
3. To complete the transfer, perform one of the following actions:
   - Disconnect the call if the administrator enabled the Transfer on Hang-Up feature for your deskphone.
   - Tap the **Complete** softkey.

Result

Your deskphone transfers the call to the selected number.

Note:

Unanswered transfers might return to your deskphone as a recalled transfer. In this case, you hear a priority ring and see the display message `Return` next to the call.

Making an attended transfer

Before you begin

You must answer the call before transferring the call to another deskphone.

About this task

An attended transfer is when you transfer an active call to another deskphone number after announcing the call transfer. If the administrator enabled the Transfer on Hang-up feature, you can complete the call transfer by disconnecting the deskphone through any of the following methods:

- Put the handset on the cradle
- Press **Speaker**
- Press **Headset**

Procedure

1. While on the active call, tap the **Transfer** softkey.
2. Perform one of the following actions:
   - Dial the number.
   - Call the person from the contacts list or from the history list.
3. Tell the contact about the call when the contact answers your call.

4. To complete the transfer, perform one of the following actions:
   - Disconnect the call if the administrator enabled the Transfer on Hang-Up feature for your deskphone.
   - Tap the **Complete** softkey.

Result

Your deskphone transfers the call to the selected number.

Setting up enhanced call pickup alerting

About this task

Use this feature to configure audible and visual alert when an incoming call to someone in your corresponding call pickup group is ringing.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen & Sound Options**.
5. Touch **Call Pickup Ring Type**.
6. Touch the ring tone you want to assign.
7. Touch **Save**.
8. To set the type of alerts for call pickup, touch **Call Pickup Indication**.
9. Press **Save**.

Using the conference feature

You can use conference calls to speak with people from different locations on the same call. Additional conferencing options might be available through Expanded Meet-Me Conferencing. Contact your administrator for more information about this feature.

Setting up a conference call

Procedure

1. Select any idle call appearance and dial the first conference participant.

2. From the Phone screen, tap **Conference**.
3. Dial the telephone number, or call the person from the contacts list, or call the person from the History list.
4. When the person answers, tap **Join** to add the person to the existing call.
5. To add another party to the conference call, tap **Add**.
6. Repeat Steps 3 and 4 to add another person to the conference call.

Adding a person on hold to a conference call

Procedure

1. From the Phone screen, select your active call.
2. Tap **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. Tap **Resume** to take the call off hold.
5. Tap **Join** or **Conf** to add the person to the conference call.

Putting a conference call on hold

About this task

When you put a conference call on hold, the other parties can still talk to each other.

Procedure

Tap **Hold** during a conference call.

Dropping the last participant from a conference call

About this task

Use the following procedure to drop the last participant added to the conference call. Once you drop the last added participant, you cannot use the procedure to drop other participants. The deskphone plays an error tone if you try to use the drop method again. If you add another participant after dropping the last added participant, you can use the drop method again to drop this participant.

Note:

This feature is applicable only for a conference call of the AST 1 type.

Procedure

1. From the Phone screen, select your active conference call.
2. Tap **Drop**.

The deskphone drops the last participant added to the conference.

Viewing the details for a conference

About this task

Note:

Depending on which server your extension is configured in, you might not be able to see the details of a conference. If you are not able to view the details of a conference, contact your system administrator.

Procedure

1. On the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contact list, or call the person from the History list.
4. When the person answers, tap **Join** or **OK** to add the person to the existing call.
5. Tap **Add** and repeat these steps to add another person to the conference.
6. Tap **Details** button to access the details on the participants.

About forwarding calls

You can forward your incoming calls to another number or to voice mail. If you have activated call forwarding on your phone, a Forwarding icon appears on the top line of your display screen, and the deskphone illuminates the **Forward**. Also, you might have forwarding features available on a Quick Touch panel, if your administrator has enabled 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 administrator has set. For more information about the options available on your extension, contact your administrator.

Activating Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.

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.

If you enabled the DND affects SAC option, the deskphone activates the SAC feature when you manually change the presence status to DND.

Note:

You must not enable the SAC feature in case you selected the cover all option for the coverage path because enabling both features at the same time can cause duplicate entries in the call log.

Procedure

1. Press **Forward** to gain access to the main Forwarding screen.
2. Tap **Send All Calls** to activate the feature.

Activating call forwarding

About this task

Use this task to forward your calls to a specified number.

Procedure

1. Press **Forward** to gain access to the main Forwarding screen.
2. Tap **Call Forward**.
3. Enter the destination number to which you want to forward your calls.
4. Tap **Enter**.

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

Turning off call forwarding

Procedure

1. Scroll down to the active Call Forward button.
2. Touch the line on which **Call Forwarding** appears to turn call forwarding off.

   When you turn off the Call Forwarding feature, you hear a confirmation tone.

Enabling call forwarding when your line is busy or you do not answer

About this task

Use this task to set a number to which your calls are forwarded when your line is busy or when you do not answer a call. You must enter the telephone number where the calls are forwarded each time you enable this feature.

Procedure

1. From the Phone screen, gain access to the Features menu.
2. Tap **Call Fwd Busy/No Ans**.
3. Enter the number to which you want to forward your calls.
4. Tap **Enter**.
5. Tap the line on which Call Forwarding appears to turn call forwarding off.

Setting rules for enhanced call forwarding

About this task

You can use this feature to forward the incoming calls on your deskphone to various destination numbers based on call type and call state.

Procedure

1. Touch the **ECF** icon on the quick touch panel, or access the **Enhanced Call Forward** feature from the **Features** list.

   The deskphone displays a list of enhanced call forwarding rules.
2. Tap the check boxes to select the required rules from the following list, and enter the corresponding numbers.
   - Internal always to [Enter Number]
   - External always to [Enter Number]
   - Internal when busy to [Enter Number]
   - External when busy to [Enter Number]
   - Internal on no answer to [Enter Number]
   - External on no answer to [Enter Number]

     The selected rule is highlighted by a yellow mark.

   If you have configured a number for any of the rules, the deskphone displays that number in place of the text Enter Number.

3. Tap **Save** to save the destination number.
4. Perform one of the following actions:
   - To activate forwarding for a rule, tap **Turn on** for that rule.
   - To activate forwarding for all the rules, tap **All on**.

Editing a rule

Procedure

1. Tap the **ECF** icon on the quick touch panel, or access the **Enhanced Call Forward feature** from the **Features** screen.
2. Tap the rule that you want to edit and enter the destination number using the numeric keypad.
3. Tap **Save**.

Turning off a rule

Procedure

1. Tap the **ECF** icon on the quick touch panel, or access the **Enhanced Call Forward feature** from the Features screen.
2. Select the rule that you want to turn off.
3. Tap **Turn off**.
4. To turn off all the active rules, tap **All off**.
5. Tap **Exit**.

Chapter 7: Using bridged call appearances

In addition to your own call appearances, your phone might show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and enables you to determine if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your deskphone. You can also make outgoing calls on a bridged call appearance when the bridged call appearance is not in use.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as answering the call on a primary line.

Procedure

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

   The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.

2. Tap **Answer**.

Joining a call on a bridged line

About this task

Use this task to join an existing call on a bridged line.

Procedure

1. Tap the call appearance of the bridged call in progress that you want to join.
2. Tap the **Bridge** softkey.

Making an outgoing call on a bridged line

About this task

When you make a call on a bridged line, you are using another phone user's line. The caller ID associated with the call you are making might 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 administrator.

Procedure

1. Tap the bridged line you want to use.
2. Dial the phone number, or call the person from the Contacts list, or call the person from the History list.

Excluding others from bridging on to your call

About this task

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.

Procedure

1. Access the Features screen during an active call.
2. Scroll down to Exclusion and press **OK** or just touch the corresponding line button.

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

Independent alerting for each bridged call appearance

You can configure a unique alerting option for each bridged call appearance on your deskphone if the administrator has enabled the Independant alerting feature for your extension.

The following four options are available:

- **On**: The deskphone plays a ringtone on an incoming call on the bridged appearance.
- **Off**: The deskphone does not play an alert ringtone on an incoming call on the bridged appearance.
- **Delayed**: The deskphone plays an alerting melody after a delay if you do not answer a call on the bridged appearance. Your administrator can configure the delay.
- **Abbreviated**: The deskphone plays a single beep to indicate a call on the bridged appearance.

Chapter 8: Using the contacts feature

You can save up to 250 names and up to 6 telephone numbers for each name. When you press the **Contacts** button, the phone activates the Contacts search mode automatically.

Note:

Release 6.3 and later do not support voice dialing.

Note:

When you press the **Contacts** button you might not see all of the functions that are described in this chapter. The functions are not available because your administrator has disabled changes to Contacts.

Searching for a contact

About this task

Use this task to search for a contact that already exist in your contacts list.

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 deskphone displays entries starting with D, E, or F depending on the names of contacts that you might have in the contacts list that start with any of these letters. With each successive dialpad key press, the deskphone displays the matching entries.

Procedure

1. Press **CONTACTS**.
2. Use the dialpad to type the name that you want to search.

   If you set up your contacts in the Last Name and First Name format, type the letters of the last name. If you have set up your contacts using a different format, type the most likely letters that matches the contact that you want to find.

Next steps

If your administrator has set up a corporate contact list or database, you can extend a search. For information, see Extended searching on page 58.

Extended searching

About this task

If your system administrator has set up a corporate contact list or database and has made the extended searching feature available, you can make a call to other users in your system by name.

Depending on the language displayed, a touch-based deskphone may or may not display the on-screen keyboard for entry of search criteria. Deskphones using English and other Latin-based languages display the on-screen keyboard. If your deskphone display language is set to a non-Latin-based language (for example, Hebrew or Korean) the on-screen keyboard does not display; use the dialpad to enter your search criteria instead.

Procedure

1. Press **Contacts**.
2. Touch **More** > **Search**.
3. Use the dialpad keys or the on-screen keyboard to enter all or part of the first and last name of the person that you want to call.
4. If you are using the on-screen keyboard, touch the checkmark to start the search. Otherwise, touch **Search** to start the search.
5. If the search displays the name and number of the person that you want to call, touch the line on which the name appears, and touch an appropriate softkey from the following sofkeys:
   - **Call**: To dial the number of the selected person.
   - **Details**: To see detailed information about the selected person.
   - **Cancel**: To return to the Search screen.
6. If the search does not locate the person that you are searching, touch **Cancel**, and use this procedure to perform a different search. For example, if you entered a partial first and last name, enter the name in its entirety and search again.

Viewing contact details

Procedure

1. Press **Contacts**.
2. Find the contact you want to view either by typing the first few letters or scrolling or use the searchbox.
3. If you have entered more than one number for a contact, tap the **Details** button on the Contact line to see all phone numbers for this person.

   Using Details is the only way to view or dial a second or third number for a contact.

4. Perform one of the following actions:
   - Tap a number to dial the number.
   - Tap **Edit** to change the detail information on this person.
   - Tap **Delete** to remove this person from your Contacts list.
   - Tap **Favorite** to select and add the number of the contact number to your favorites list.
   - Tap **Back** to return to the Contacts list.

Adding a new contact

About this task

You can add up to six numbers for a contact, but you can designate only one number as primary.

Procedure

1. Press **Contacts**.
2. Tap **New**.
3. Enter the name using the on-screen keyboard or the dial pad. See Using the On-screen keyboard on page 18 for more information.
4. Tap the **check mark** or **Next** button.
5. Enter the number. The first number entered is the primary number of a contact. The Contacts list always displays the primary number first.

   The contact number can include a-z, A-Z, 0-9, and the following special symbols: comma (,), space, dash (-), dot (.), + , * , #, $, &, !, ~, ?, +, =, |. A comma (,) inserts a pause during dialing.
6. Tap the **check mark** to indicate you finished entering the name and primary telephone number.

   The telephone displays your entries in a business card format.
7. If you want to track the presence information for this contact, tap the **Track Presence** line. The **Track Presence** option is available only if the system administrator has enabled presence for your extension.
8. Take one of the following actions:
   - To change the name, tap the line which contains the name and edit the entry by following Step 3.
   - To change the number, tap that line and edit the entry.
   - To add another number for the contact, tap **Add**. Then tap the applicable icon representing the type of number (Work, Mobile, Home). Repeat this step if you want to add another number for the new contact.

- To return to the Contacts list without saving the new contact information, tap **Cancel**.
- To change the primary number, tap **Primary**. See Changing the primary contact number on page 60 for more information.

9. Tap **Save**.

Editing a contact

Procedure

1. Press **Contacts**.
2. Search for the contact you want to edit.
3. Tap the **Details** button to the right of the contact to display detail information.
4. Tap **Edit**.
5. To edit a name or number, take one of the following actions:
   - Tap **Primary** to change the primary number. See Changing the primary contact number on page 60 for more information.
   - Tap the Name or number you want to edit.
   - Tap a blank line to add a number.
   - Tap **Cancel** to return to the Contacts list.
6. Use the on-screen keyboard to change the contact information. See Using the On-screen keyboard on page 18 for more information.
7. To change other contact information, repeat Steps 5 through 7.
8. When you finish changing contact information, tap **Save**.

Changing the primary contact number

About this task

If a contact has two or three numbers, the primary contact number is the first number in the list. By default, the phone dials the primary number first, when you tap a contact in the Contacts list.

Procedure

1. Press **Contacts**.
2. Search for the contact whose primary number you want to change.
3. Tap the **Details** button for the contact to display detailed information.
4. Tap **Edit**.

5. Tap **Primary**.
6. Tap the number you choose as the new primary number.
7. Tap **Done**.
8. Tap **Save**.

Deleting a contact

Procedure

1. Press **Contacts**.
2. Tap the **Details** button on the contact you want to delete.
3. Tap **Delete**.
4. Tap **Delete** again to confirm or **Cancel** to cancel the deletion.

Assigning specific ring tone to a contact

You can configure the ringtone that your deskphone plays when your deskphone receives a call from a contact in your local phone book. Hence, when you receive an incoming call, you can identify the caller based on the ringer that your deskphone plays. If you have not specified a ringtone for a contact, the deskphone plays the default ringtone.

Procedure

1. Press **CONTACTS**.
2. Tap the ▸ icon corresponding to the contact for which you want to assign a ring tone.
3. Tap **Edit**.
4. Tap the ringer icon.
5. Tap the ring tone that you want to assign .
6. Tap **Back**.
7. Tap **Save**.

Accessing Exchange contacts

About this task

You can now access and download your Calendar contacts into your phone using your exchange credentials. You can synchronize and download about 1000 contacts to your phone. These contacts are available under the new screen “Exchange Contacts”. You can also access your local PPM contact numbers under the Local Contacts screen and add the exchange contacts under the PPM. However presence information would be available only for your local contacts. Note: This feature is available only if your administrator has configured your extension for the feature.

Using the Exchange Contacts feature, you can perform the following actions on your *Outlook* contacts from your Deskphone:

- View the contacts.
- Search for a particular contact.
- Call a contact.
- View the details of a contact.
- Copy a contact to your local contacts.

You can not edit or delete an Exchange contact from your Deskphone. You must copy the contact to your local contacts before you modify any details of that contact.

Before using this feature, you must first enter your Exchange server credentials. To know how to enter your Exchange server credentials, see Integrating other applications with your phone on page 35

Procedure

1. Press **CONTACTS**.
2. Tap .

   Note:

   The **Exchange** softkey is unavailable if you have not saved any contacts in your Outlook application.
3. To copy a contact from the Exchange server to the contacts list, tap **+Local**.
4. On the Contact Edit screen, specify the name, telephone numbers, and telephone types for the contact.
5. Tap **Save**.

Chapter 9: Instant Messaging

You can use the Instant Messaging (IM) feature on your telephone to send instant text messages to other users and track presence information of users in your contact list.

Note:

If the IM feature is not available on your telephone, contact your system administrator.

Related Links

Enabling IM on page 63
Initiating an IM session from your contacts list on page 64
Replying to an IM on page 64
Using IM Templates on page 64

If you are busy and do not wish to attend an incoming call from one of your contacts, you can send a reply with a predefined response.

Missed IM counter and alert on page 65
Using the IM history on page 65

Enabling IM

About this task

You can enable or disable IM on your Deskphone using the following procedure:

Procedure

1. Press the **HOME** button.
2. Touch **Options & Settings**.
3. Touch **Screen & Sound Options**.
4. To turn IM on or off, touch **Enable Instant Messaging**.
5. To turn IM tone on or off, touch **Enable IM Tone**.

Related Links

Instant Messaging on page 63

Initiating an IM session from your contacts list

Procedure

1. Press the **Contacts** button on the phone.
2. Type the name or select the user you want to send an IM.
3. Tap the IM icon on the right hand side of the name of the user. The telephone displays the IM Edit screen.
4. Using the on-screen keyboard or dialpad, type your message (up to 255 characters).
5. To send the message, tap **Done**.

Related Links

Instant Messaging on page 63

Replying to an IM

About this task

When someone sends you an IM, the deskphone displays a notification message on the Top Line with an optional audio alert.

Procedure

1. On the notification window, tap **Reply**.
2. On the IM Edit screen, type your message.
3. To send your message, tap **Done**.

Related Links

Instant Messaging on page 63

Using IM Templates

If you are busy and do not wish to attend an incoming call from one of your contacts, you can send a reply with a predefined response.

Procedure

1. For an incoming call that you do not want to attend, tap **Send IM** and select from among the following options that the screen displays:
   - I'll call you back as soon as I'm off the phone.
   - I'll call you back in 5 minutes.
   - I'll call you back in an hour.

- Call me again if this is an emergency.

2. Tap **Send**.

Related Links

Instant Messaging on page 63

Missed IM counter and alert

If you are away from your phone and miss an incoming IM , the deskphone displays missed IM icon on the Top line along with a counter that displays the number of missed IM sessions.

You can also view the IMs under History.

Related Links

Instant Messaging on page 63

Using the IM history

Procedure

1. Press the **History** button on the deskphone.
2. Tap the IM icon.

   The deskphone displays the IM screen.
3. To delete all IMs, tap **Clear All**.
4. To view the content of an IM, tap the required IM. Perform any of the following actions:
   - Tap **Reply** to reply to the IM.
   - Tap **Back** to return to the IM screen.
5. To view the IM details, tap the details icon of the required IM. Perform any of the following actions:
   - Tap **Reply** to reply to the IM.
   - Tap **Call** to call the user who sent the IM.
   - Tap **Delete** to delete the IM.
   - Tap **Back** to return to the IM screen.

Related Links

Instant Messaging on page 63

Chapter 10: Presence

If your administrator enabled the presence feature for your deskphone, the deskphone displays your presence information on the top line. With the Presence feature, you can:

- Track the presence information of a contact for whom you set the **Track Presence** option to **Yes**. You can turn on the **Track Presence** option for a contact while adding a contact or editing the contact details. For more information about adding and editing a contact, see the chapter *Using the contacts feature*.
- Manually change your presence status.

You can use the Track Presence feature to view presence information of users in your Contacts list. With the Track Presence feature, you can see whether the person you want to get in touch with is available or not, and receive an indication of when that person is available to receive a call. In addition, when you are on a call, other users can see that you are busy and can call you later, or contact you using another method.

Related Links

Viewing contact presence status on page 66
Changing the presence status on page 67
Enabling SAC when DND is active on page 67
Enabling Away Timer on page 68

Viewing contact presence status

Procedure

1. Press **Contacts**.
2. Scroll to the required contact.

   The deskphone displays presence icon for the contact to show the status.

   For more information on presence icons, see Presence icons on page 16.

   For more information on presence icons, see About icons.

Related Links

Presence on page 66

Changing the presence status

About this task

The deskphone displays your presence status on the top line that you can change manually.

Procedure

1. Press **Home**.
2. Tap **Settings** > **My Presence**.
3. Tap to choose any of the following options:
   - **Automatic**: To let the deskphone manage the presence state.
   - **Available**: To show you are available and open for communication.
   - **Busy**: To show you are busy.
   - **Away**: To show you are away from the deskphone.
   - **Do not Disturb**: To show you are not open for communication.
   - **Out of Office**: To show you are out of office.
   - **Offline**: To appear invisible. The deskphone continues to keep the presence subscriptions with the Presence Server. The deskphone also keeps receiving notifications for the contacts for whom the deskphone subscribed to watch.
4. Tap **Save**.

Related Links

Presence on page 66

Enabling SAC when DND is active

About this task

Perform the following procedure to activate the Send All Calls (SAC) feature to redirect calls to the redirection number when you have manually set the presence status to Do Not Disturb (DND). This feature is available only if your administrator configured it for you.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Advanced Options** > **Presence Integration**.
3. Tap **DND affects SAC** to change the value to **Yes**.
4. Tap **Save**.

Related Links

Presence on page 66

Enabling Away Timer

About this task

Perform the following procedure for the deskphone to automatically update the presence status to Away after a predefined time.

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Advanced Options** > **Presence Integration**.
3. Tap **Away Timer** to change the value to **On**.
4. Tap **Away Timer Value**.
5. Enter the time in minutes. You can enter any value in the range of 5 to 999.
6. Tap **Save**.

Related Links

Presence on page 66

Chapter 11: Configuring Hearing Aid Compatibility

Procedure

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Advanced Options** > **Handset Equalization Operation**.
3. Tap to select one of the following options:
   - Default
   - Audio Opt for audio optimization
   - HAC Opt for hearing aid compatibility optimization
4. Tap **Save**.

Chapter 12: About Hotline

You can use the Hotline feature to dial a preconfigured number that your system administrator has already set for you.

To dial the hotline number, lift your handset, or press **SPEAKER**. Alternatively, if you are using a headset, press **HEADSET**. The deskphone automatically dials the number that your system administrator has configured for you.

Chapter 13: Call History

The History screen provides a list of recent calls, with information about call types, such as missed, answered, or outgoing. The information also provides the caller name and caller number, call time, and call duration. The call log can store up to 21 digits. You can also make a call from the call log.

Note:

The phone displays the caller number only if available.

Call History also shows bridged calls. If you are a member of a call pickup group, the deskphone shows calls that you picked up for another person or calls that you missed and answered by someone with a Forwarding icon. Using this feature, you can review details of types of call pickup. When you have one or more missed calls, the History button lights up and the top line displays Missed Calls icon and the number of missed calls.

If your administrator configured the Busy Station Call Log feature, the deskphone saves all incoming calls that get a busy treatment in the call log. An incoming call gets a busy treatment when:

- All your call appearances are busy and you get an incoming call.
- Your LNCC feature is active and you get an incoming call while you are already on an active call.
- The Restrict Last Appearance parameter is set to yes and you get an incoming call when all but one of your call appearances are busy. The Restrict Last Appearance parameter, if set to Yes, sets the last available call appearance to originating calls only. This setting enables transfer of any of the active calls to another call appearance. If this parameter is set to No, then all call appearances might be occupied for incoming calls and you cannot transfer any of the active calls.

The deskphone displays these calls as Missed calls in the call log. The deskphone also lights up the History LED and shows the missed calls on the top line.

To call a person listed in your Call History, see Calling a person from the call history on page 43.

Viewing the call history

Procedure

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, tap 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

Procedure

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

Procedure

1. Press **History**.
2. Tap **Details** for the number you want to add to your Contacts list.
3. Tap **+Contact**.
4. If necessary, edit the name and telephone number.
5. Touch **Save**.

Removing an entry from call history

Procedure

1. Press **History**.
2. Touch the **Details** button for the entry you want to delete. If you don't see the entry you want to delete, use the scroll bar to find it.
3. Touch **Delete**.
4. Touch **Yes** to confirm, or touch **No** if you do not want to delete this entry.

Clearing all call history entries

About this task

Clearing all entries from the call history deletes all the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, the phone deletes only the entries for outgoing calls. However, if you are viewing the All Calls list, tapping **Clear All** deletes all calls.

Procedure

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

Turning off call history

About this task

Use this task to turn History 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.

Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Application Settings**.
5. Tap **History** to change the setting to or from Yes or No.

   To turn logging of bridged lines from Yes to No, tap **Log Bridged Calls**.
6. Tap **Save** to save the new setting or **Cancel** to return to the **Application Settings** menu.

Chapter 14: Using the Calendar

If your administrator has set up the **Exchange Integration** option under **Advanced Options** on the **Avaya Menu**, you can integrate the Microsoft® Exchange Server calendar with your phone. When Exchange Calendar is active, a **Calendar** label displays beneath your last call appearance on the Phone screen. Appointments display in the order of their start times and are removed once the meeting time expires. Calendar information is updated whenever you log in to your phone, when you change calendar settings, when you access the Calendar, and when you press the **Refresh** softkey while viewing an appointment.

Note:

To enable the Calendar and set an appointment advance reminder time and tone, see Integrating other applications with your phone on page 35.

Calendar appointment reminders

About this task

If you have set the **Exchange Reminder Time** option to **Yes**, the phone displays a pop-up to remind you of the upcoming calendar appointments when the Exchange Reminder Time that you set is reached.

Procedure

When you get a reminder, perform one of the following actions:

- To ignore the reminder now, but to be reminded after the snooze period, touch **Snooze**.
- To ignore the reminder completely, touch **Dismiss**.

Reviewing your appointments

About this task

Use this task to view your calendar appointments on your deskphone.

Procedure

1. On the Phone screen, scroll to choose **Calendar**.

The phone displays the appointments in the start-time order.

2. Perform one of the following actions:
   - To move backward or forward from one appointment to another, tap **Prev** or **Next**.
   - To call the person with whom you have the appointment, tap **Call**.

     Note:

     The number of the person whom you want to call must be present on the Appointment Detail.
   - To update the calendar with any new appointments that you have set up on your calendar, tap **More** > **Refresh**.
   - If you tapped **More** and want to re-display the previous set of softkeys, tap **More** again.
   - To exit the calendar and return to the Phone screen, tap **More** > **Exit**.

Chapter 15: About Features

This topic describes the special features of your deskphone. Your administrator might have set up your deskphone with the features and the call appearances on one screen. The Features screen lets you gain access to advanced telephony features, such as Transfer to Voice Mail and Call Forwarding. You can use Send All Calls and Call Forward features to forward incoming calls to other numbers. When you enable the EC500, you can forward calls from your desk phone to your cell phone. Other features such as Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features screen. The Forward menu also lists the forwarding features. The features that are available depend on what your administrator has assigned to your phone.

You can also invoke these features using the Feature Access Code (FAC) . If you activate or deactivate a feature using FAC and the corresponding feature button is not administered on the deskphone, you might not get the indication of the feature activation or deactivation.

In addition to the Features screen, your administrator might also provide selected features on softkeys on the call appearance (Phone) screen. You can set up frequently used features on the Quick Touch panel, if the panel is activated. For more information about what features and options are available for your extension, contact your administrator.

Using the Features menu

Procedure

From the Phone screen, tap the **Features** button at the upper right corner to view the Features menu. If you do not see a Features button, scroll right to display the Features menu.

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

Note:

To return to the main Phone screen, tap **Exit**.

Feature Table

Feature names are often abbreviated to fit your deskphone or button module display area. Use this table as a cross-reference to 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, click its link in the Feature Name column.

Feature Name	Common Abbreviation
Assigning labels to auto-dial numbers	Phone number or extension set up by your administrator as an auto-dial number, followed by a telephone icon or “Autodial”
Making an auto intercom call on page 79	Auto Icom; Auto In
Setting up automatic call back on page 79	Auto Callback
Enabling call forwarding on page 52	Cfrwd or CFrwd with a third-party's extension if applicable
Enabling call forwarding when your line is busy or you do not answer on page 53	CFBDA
Parking a call on page 81	Call Park
Picking up a call from your pickup group on page 82	Call pickup
Blocking your extension from displaying during calls on page 80	CPN Block
Displaying your extension on outgoing calls on page 80	CPN Unblock
Calling someone in your intercom group on page 82	Dial Icom
Picking up a call to another extension on page 81	Dir Pickup
Configuring simultaneous ringing for multiple phones using EC500 on page 86	EC500
Excluding others from bridging on to your call on page 56	Exclusion
Extending a call to your cell phone (EC500) on page 86	Extend Call
Picking up a call to another call pickup group on page 82	Ext Pickup
Tracing a malicious call on page 83	MCT Act
Recording a call on page 83	Audix Record
Making a priority call on page 84	Priority Call
Send All Calls on page 51	SendAllCalls, SAC, or SAC with a third-party's extension, if applicable

Feature Name	Common Abbreviation
Interrupting a call with a whisper page on page 84	Whisper Act
Presence Information on page 66	Presence
Instant Messaging on page 63	IM
Enhanced Call Forwarding on page 53	ECF
Bridge Call Appearance on page 55	BCA
Hearing Aid Compatibility on page 34	HAC
Activating the LNCC feature on page 84	LNCC

Note:

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

Monitoring other extensions at a glance

About this task

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.

Procedure

1. From the Phone screen, gain access to the System Numbers menu.
2. If necessary, scroll to 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.
3. To call a monitored extension, scroll to the applicable line and tap that line.

Assigning labels to auto-dial numbers

About this task

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.

Procedure

1. From the Phone screen, gain access to the System Numbers menu.

2. Tap the line to which you want to assign a label or number.

   Some labels are not editable. If you cannot touch a certain line or hear an error tone when you press the line button, you cannot edit that label.

3. Tap **Edit**.
4. Use the dialpad to enter the label text or the Autodial number.
5. Tap **Save**.

Setting up automatic call back

About this task

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

Procedure

1. Gain access to the Features screen when you get a busy signal from the extension that you called.
2. Scroll to **Auto Callback**.
3. Tap the corresponding line.

   When you hang up the callback call, the feature deactivates automatically.

Making an auto intercom call

About this task

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

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features screen.
2. If necessary, scroll to Auto Icom and touch that feature.

   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. Touch the number(s) that corresponds to the destination extension.
4. Touch **Enter** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Blocking your extension from displaying during calls

About this task

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.

Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Block**.

   To stop calling party number blocking, see Displaying your extension on outgoing calls on page 80.
3. Touch **OK**.
4. Enter the extension number you do not want the called party to see.
5. Touch **OK** to start calling party number blocking.

Displaying your extension on outgoing calls

About this task

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.

Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Unblock**.

   To set up calling party number blocking, see Blocking your extension from displaying during calls on page 80.
3. Touch **OK**.
4. Enter your extension number.
5. Touch **OK** to stop calling party number blocking.

Parking a call

About this task

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.

Procedure

1. During an active call, gain access to the Features screen.
2. Tap the corresponding line to choose **Call Park**.

   After parking the call successfully, the deskphone provides a confirmation tone.

Next steps

For answering a parked call from the parked extension, see Unparking a call on page 81.

Unparking a call

About this task

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.

Procedure

1. From the Phone screen, gain access the Features screen.
2. Tap the corresponding line to choose **Call Unpark**.
3. Enter the original extension from which the call was parked.
4. Tap **OK** to release the call.

Picking up a call to another extension

About this task

When your administrator has set up this feature, you can answer a call ringing at another extension without having to be a member of a Pickup group.

Procedure

1. Scroll right from the Phone screen to gain access to the Features screen.
2. If necessary, scroll down to Directed Call Pickup and touch **OK**.
3. Answer the call.

Picking up a call to another call pickup group

About this task

When your administrator has set up this feature, you can answer a call ringing at a phone in a call pickup group other than your own.

Procedure

1. Scroll right from the Phone screen to access the Features screen.
2. If necessary, scroll down to Extended Call Pickup and touch **OK**.
3. Answer the call as you normally would.

Answering a call for a call pickup group member

Procedure

1. From the Phone screen, gain access to the Features screen.
2. Scroll to **Call Pickup** and tap the corresponding line.

Calling someone in your intercom group

About this task

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

Procedure

1. Before dialing, access the Features screen.
2. If necessary, scroll down to Dial Icom and touch the corresponding line.

   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. Touch the number(s) that corresponds to the destination extension.
4. Touch **Enter** 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

About this task

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.

Procedure

1. During an active call, access the Features menu.
2. If necessary, scroll down to MCT and touch the corresponding line to start the trace.

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

   Important:

   Some countries, states, and localities have laws that determine if and under what circumstances you can use Malicious Call Trace (MCT). Before using the MCT feature, you must understand and comply with these laws.

Recording a call

About this task

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.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to OTR and touch the corresponding line to start recording the call.

   Important:

   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

About this task

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.

Procedure

1. Before dialing, gain access to the Features screen.
2. If necessary, scroll down to Priority Call and touch **OK**.
3. Enter the extension you want to call.
4. Touch **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

About this task

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.

Procedure

1. Scroll right from the Phone screen to gain access to the Features screen.
2. If necessary, scroll down to Whisper Page and touch **OK**.
3. Enter the extension you want to call.
4. Tap **Enter** to immediately start dialing and deliver your message when the person you called answers.

Activating the LNCC feature

About this task

If you are on a call and do not want to be disturbed from subsequent incoming calls, you can use the Limit Number of Concurrent Calls (LNCC) feature. The LNCC feature controls the number of concurrent incoming calls. If you get an incoming call when your LNCC feature is active and you are

already on an active call, the caller gets the busy tone. Thus, the caller does not wrongly assume that you are not at the desk when you do not answer the call or the call is send to a coverage. If the Busy Station Call Log feature is enabled, the deskphone saves this incoming call as a missed call in the call log.

If you activated the Limit Number of Concurrent Calls (LNCC) feature in the edit dialing mode, and you start dialing a number when at the same time your deskphone receives a call, the deskphone logs this call as a missed call.

Procedure

1. Gain access to the Features screen.
2. Scroll to select **LimitInCalls**.
3. Tap the corresponding line.

   The deskphone displays the confirmation screen with the message `Limit Concurrent Incoming Calls` and an LNCC icon on the top line of the Phone screen.
4. To remove the confirmation screen, tap the **OK** softkey.

Deactivating the LNCC feature

Procedure

1. Gain access to the Features screen.
2. Scroll to choose **LimitInCalls**.
3. Tap the corresponding line.

Result

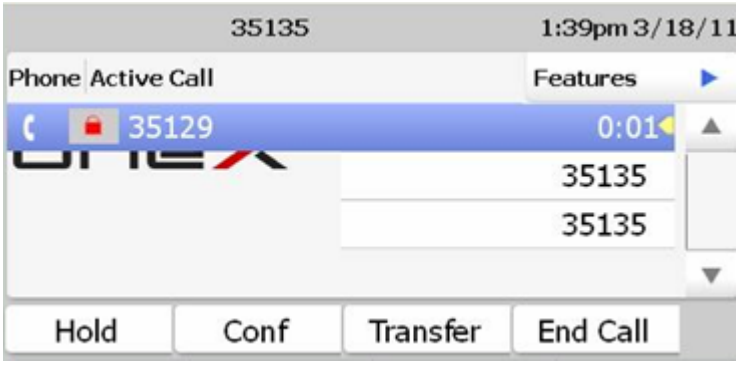
The deskphone deactivates the Limit Number of Concurrent Calls (LNCC) feature and removes the LNCC icon from the top line.

Visual alert for an encrypted call

Using your Deskphone, you can now see whether an incoming or an outgoing call is encrypted. The secure status is indicated by the secure icon, a padlock, on the call status line.

Note:

Only the connection to and from the phone instrument is encrypted. This encryption may not extend beyond the call server.



Activating EC500 for simultaneous ringing on multiple phones

About this task

Using the EC500 feature, you can program your deskphone in such a way that the deskphone and your cell phone rings simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

Procedure

1. From the Phone screen, gain access to the **Features** screen.
2. Scroll to **EC500**, press **OK** and tap the corresponding line.

   When you enable the EC500 feature, the deskphone displays the icon in the top line.

Extending a call to your cell phone (EC500)

About this task

You can use the Extend Call feature to receive a call that is active on your office deskphone on your mobile phone. The Extend Call feature uses EC500 Extension to Cellular. You to transfer an office call to your mobile phone and move away from your desk. This feature is programmed by your system administrator.

Note:

Only your administrator can set the destination mobile number.

Procedure

1. During an active call, gain access to the Features screen.
2. Scroll to **Extend Call**, and tap to forward the call to your mobile phone.

3. Answer the call on your cell phone.

   The call remains active on your deskphone, so you can switch back to your deskphone at any time.

Chapter 16: About Team Button

If the administrator configured the Team Button feature for your deskphone, you can monitor another deskphone to:

- See if the monitored deskphone redirects calls to any other deskphone
- See if the monitored deskphone has an active call
- See if the monitored deskphone has an incoming ringing call
- Answer any of the calls that are ringing on the monitored deskphone
- Make a speed dial call to the monitored deskphone by pressing the Team Button softkey when the monitored deskphone does not have an active call
- Transfer an active call to the monitored deskphone by pressing the Team Button softkey

The call redirection feature, SAC, CFWD, or ECF, might be active on the monitored deskphone. The monitoring deskphone can override call redirection when speed dialing or transferring an active call to the monitored deskphone. The override feature ensures that the call made to the monitored deskphone rings on the monitored deskphone and is not routed to the redirected number.

To override call redirection, the administrator must configure on SMGR:

- The monitored deskphone setting that enables the monitoring deskphone to override call redirection directly or through a choice provided to the user
- The monitoring deskphone setting that enables the deskphone to override the call redirection feature that is active on a monitored deskphone

For more information to set the overriding permission on SMGR, see *Administering Avaya Aura® System Manager*.

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Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.

	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.
	The monitored extension is idle, and the user has enabled Single Ringing.
	The monitored extension is idle, and the user has enabled Multiple Ringing.
	The monitored extension is busy on other call, and the user has enabled Single Ringing.
	The monitored extension is busy on other call, and the user has enabled Multiple Ringing.

Related Links

Answering an active call on a monitored extension on page 89
Speed dialing to a monitored extension on page 89
Transferring a call to a monitored deskphone on page 90
Assigning ring tone to a monitored station on page 90

Answering an active call on a monitored extension

Procedure

1. Go to the Features screen.
2. Tap the entry for the extension for which you want to answer the ringing call.

Related Links

About Team Button on page 88

Speed dialing to a monitored extension

About this task

Use this task to make a call to a monitored deskphone. Ensure that the monitored deskphone to which you make the call is in an idle state. If the monitored deskphone has an active call redirection feature and you can override the feature, the monitored deskphone rings for 30 seconds. If no one answers the call during this time, the system redirects the call to the redirected number.

Procedure

1. Go to the Features screen.
2. Tap the entry for the monitored deskphone that you want to call.

Result

The deskphone makes a call to the monitored extension.

Related Links

About Team Button on page 88

Transferring a call to a monitored deskphone

Before you begin

You must be on an active call.

About this task

Use this task to transfer an active call to a monitored deskphone. If the monitored deskphone has an active call redirection feature and you can override the feature, the monitored deskphone rings for 30 seconds. If no one answers the call during this time, the system redirects the call to the redirected number.

Procedure

1. Go to the Features screen.
2. Tap the entry for the monitored deskphone to which you want to transfer the call.

   The system puts the active call on hold and rings the monitored deskphone.
3. To complete the transfer, perform one of the following actions:
   - Tap the **Complete** softkey.
   - On-hook the handset.
   - Press the **Speaker** button.

Related Links

About Team Button on page 88

Assigning ring tone to a monitored station

About this task

Use this task to set a ring tone for a specific monitored station.

Procedure

1. Press **Home**.
2. Select **Settings** > **Options & Settings** > **Screen & Sound Options** > **Team Button Ring Type**.
3. Scroll through the list to select the monitored deskphone.

4. Select the required ring tone from the list.

Related Links

About Team Button on page 88

Chapter 17: 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, an 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 it is in “limbo” and 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 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:

- 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 may 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.
- 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.
- Transitions back to the normal server will restore all original functionality.

Chapter 18: Locking and logging in to and logging out of your deskphone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users.

Note:

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

Logging in to your deskphone

About this task

Perform this task to log in to your deskphone.

Avaya Deskphone SIP 6.3 supports Multiple Device Access (MDA) using which you can register up to 10 SIP devices with your extension. If you register to multiple devices, you can perform functions, such as switching to another registered device during an active call or bridging on to calls at multiple registered devices.

When you log in to the deskphone, the deskphone downloads the call log database. The database contains all the calls that you received when you were logged out. The deskphone adds the offline call logs to the Call History list as missed calls.

Procedure

1. On the login screen, enter the extension number that your administrator assigned to you for login.
2. Tap **Enter**.
3. Enter the password that your administrator assigned to you.
4. Tap **Enter**.

Locking and unlocking your telephone

About this task

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. If you press a button that is not allowed on a locked phone, an error beep sounds.

Note:

Ensure that you do not have any active calls when you lock the phone.

When you lock your phone, your presence status changes to *Away*.

Procedure

1. From the Phone screen or the Features screen, press **Phone Lock**.
2. Tap **Lock**.
3. To unlock your phone, tap **Unlock** and enter the password you use for telephone login.

Logging out of your deskphone

About this task

Even if you are logged out, the system still logs all calls, which come to your deskphone in the offline state, to a database. The deskphone downloads the database when you log in to the deskphone again.

Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Log Out**.
4. Tap **Yes** when the deskphone prompts for confirmation.

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