About LEDs

Each function, partner, or destination key has two light-emitting diodes (LEDs), a green and a red, to indicate the status of the function or partner. The status is identified by whether the LED is on, off, or blinking, as described in the following tables.

Note:
The LEDs for the keys that are assigned to destinations are always off.

Table 1: Function key LEDs

LED	Description
Steady red	Function is active, for example, call diversion is set to on.
Off	Function is not active.

Table 2: Partner key LEDs

LED	Description
Steady green	Partner has set partner diversion.
Blinking red very fast	Partner receives two calls in parallel (50 milliseconds on, 50 milliseconds off)
Blinking red slowly	Partner receives an external call.
Blinking red fast	Partner receives a call either in idle state or while on a call (200 milliseconds on, 50 milliseconds off)
Steady red	Partner is on a call.

Scrolling and navigating

A navigation icon appears in the telephone display to indicate that you can scroll to more options or information.

The softkey labels change according to the options available for the line you select. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

Answering and making calls

Answering a call

To answer a call, lift the handset or press the **Speaker** button to use the speakerphone.

Answering an additional call

Use this procedure to answer an incoming call while on another call. But first activate the **Second call** feature on your telephone.

1. While on a call, select the number or name of the second call in the display.
2. Press the **OK** button.
   You can now talk to the second call while the first call is on hold.

Note:
To end the second call instead of placing it on hold, press the **Drop** softkey.

Calling an internal number

1. Enter the number that you want to dial.
2. Lift the handset.

Calling an external number

1. Enter the external line code. For example, 0.
2. Enter the number you want to call.
3. Lift the handset.

Making a call using call history

1. Press the **History** button.
2. To select the appropriate list, press the **left** or **right** arrow button as required.
3. Select the number that you want to dial.
4. Lift the handset.

Making a call using a phone book entry

1. Press the **Phone book/Contacts** button.
2. Select the entry you want to dial.
3. Lift the handset.

Placing a call on hold

You can put an active call on hold or an incoming call that you have not yet answered. When you put an incoming call on hold, the ringing tone is turned off and the call LED continues to flash. Putting an incoming call on hold is useful when you are performing another task, such as editing a phone book entry that you want to complete before you answer the call.

1. To place your current call on hold, press the **Refback** softkey. When you press the **Refback** softkey, the active call goes on hold and you can call another subscriber.
2. To resume the call on hold, press the **Drop** softkey.

Transferring a call

1. Make a call.
2. Press the **Refback** softkey.
   Your first call is put on hold.
3. Dial the appropriate telephone number.
4. When the party answers, announce the call.
   If the party does not answer, press the **Drop** softkey to return to the call on hold.
5. Press the **Transfer** softkey again or hang up.

Using the Conference feature

Making a conference call

1. While active on a call, press the **Conference with ...** softkey.
2. Enter the telephone number of the additional participant or use the phone book/destination key.
3. When the additional participant answers, start the conference.
4. If the additional participant does not answer, press the **Drop** softkey to return to the first call.

Talking with a participant in a conference call

Use this procedure if you are on a three-party conference call and want to talk privately with one participant.

1. Select the **call number** menu item of the participant with whom you want to talk privately.
2. Press the **OK** button.

You can talk privately with the participant, while the other call is on hold.

3. To return to the conference, press the **Conference** softkey, or select **conference with** from the menu.

Connecting conference participants

If you are on a three-party conference call and want to connect all participants, press the **Transfer** softkey or replace the handset.

Ending the conference call

To end a conference call:

Press the **Drop** softkey.

Diverting calls

To divert your calls:

1. Press the **Avaya Home** button.
2. Select **Call diversion**.
3. Press the **OK** button.
4. Select the appropriate kind of diversion.
5. Enter the number you want to call.
6. Press the **OK** button.
   The status information **DIV to call number** appears in the display and the LED lights up.
7. To withdraw the diversion, select the appropriate status information and press the **OK** button twice.

Using the phone book

Creating a new entry in the phone book

The number of free slots in your local phone book are displayed in the phone book status line.

Note:
To add the phone number of a caller to the phone book while talking to the caller, press the **+Contact** softkey.

1. Press the **Phone book/Contacts** button.
2. Press the **New** softkey.
3. Enter the name and telephone number of the contact.
4. Press the **Save** softkey.

Editing an entry in the phone book

1. Press the **Phone book/Contacts** button.
2. Select the entry you want to edit.
3. Press the **OK** button.
4. Press the **Bksp** or the **Delete** softkey.
5. Edit the entry.
6. Press the **Save** softkey.

Call history

Making a call using call history

1. Press the **History** button.
2. To select the appropriate list, press the **left** or **right** arrow button as required.
3. Select the number that you want to dial.
4. Lift the handset.

Adding an entry from the call history to the phone book

1. Press the **History** button or the **Redial** button.
2. Select the telephone number in the Call History list that you want to add to your phone book.
3. Press the **OK** button.
4. Press the **+Contact** softkey.
5. Enter the name.
6. Press the **Save** softkey.

Using the Avaya menu

Using the Avaya menu

You can access the Avaya menu by pressing the **Avaya Home** button on your phone.

Use the Avaya menu and submenus to perform the following tasks:

Call Diversion	To divert calls to and from your phone to other phones.	
Appointments	To set your phone to remind you of important appointments.	
Charges	To view the current and the total incurred charges for calls.	
Lock	To lock the phone so that external calls cannot be made.	
Settings	**Display/Acoustics**	To configure the second call, acoustics, contrast, brightness, language handsfree, date/time, own call number, request time partners/DSS, and activate your favorite screen.
	Keys	To program the partner, destination, set macro function, display key assignments, and the function keys.
	Dial Settings	To place an anonymous call, configure DTMF and direct dial settings.
	Applications	To configure the member of partners, Call Center user functions and DSS direct call settings.
	Security	To save data locally or centrally, programme emergency numbers and relocate the telephone.
	Info/Service	To view the information for hardware, tone ringing, set brightness, contrast and test display, keys, LEDs, and memory.
	VIP	To program the PIN for VIP functions such as send, receive and set VIP partner.
	Remote Headset	To configure the settings for the remote headset.
	Display call List	To configure the settings for the displayed call list.

Note:
The submenus that appear depend on how your extension was administered. All submenus may not be available.

Setting the language

You can change the language on your phone display to suit the geographical location.

1. Press the **Avaya Home** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Display/Acoustics**.
5. Press the **OK** button.
6. Select **Switch language**.
7. Press the **OK** button.
8. From the list of languages that are displayed, select the language that you want to use.
9. Press the **Select** softkey.

For more information

For the latest information including the user guide, installation and maintenance guide, interactive document, and software downloads, go to the Avaya Support site at www.avaya.com/support.

16-603576
Issue 1
March 2011

Avaya 9400 Series Digital Deskphone - Quick Reference Guide for the Integral Enterprise