Navigation tips

A navigation icon ▶ appears in the telephone display to indicate that you can scroll to more options or information. Use the up and down navigation arrows to scroll up or down through lists. When only one up or down navigation arrow shows, it indicates you are at the top or bottom of the list and can only move in the direction indicated by that arrow. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the title line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected.

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

Avaya Menu

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

Sample Menu 1	Sample Menu 2
> **Options & Settings**	> **Your 1st Web Application**
> **Browser**	> **Phone Settings**
> **Network Information**	> **Log Out**
> **VPN Settings**	> **About Avaya one-X**
> **Guest Login**	> **My Pictures**
> **Log Out**	
> **About Avaya one-X**	
> **My Pictures**	

Options & Settings or **Phone Settings**, if your menu is customized,lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.

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

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

Guest Login lets you log in to a phone to which you are not normally assigned, to access your own contacts and features.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in. Log out does not display unless your phone (and any associated button module) is in an idle state.

My Pictures lets you use pictures from a USB device as your telephone screensaver, but is only available on those deskphones with a USB interface.

Answering and making a call

Answering a call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset or press the line button next to the incoming call, press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.
- To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the **Phone** button. You can then press the line for the incoming call or scroll to it.
- To automatically display the Phone screen whenever you receive an incoming call, set the **Go to Phone Screen on Ringing** option to **Yes**.

Making a call

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

Using voice dialing

1. Press **Contacts**.

   If Voice dialing is enabled, a **Voice** softkey displays.
2. If no tone is generated or if no green bar appears next to the **Voice** softkey, press **Voice** again to restart voice dialing.
3. Within a few seconds or as soon as you hear the tone, say the name of the person you want to call.
4. When one or more contacts display, press the appropriate softkey.

Making a call using edit dialing

Using Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using the **Bksp** softkey, you can edit the number before actually dialing it.

Putting a call on hold

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

   Note:

   The phone might display a hold timer when you put a call on hold.
4. Press **Resume** or the line button of the held call to retrieve the call.

Transferring a call

1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the **Contacts** list, or call the person from the Call Log list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**.

Using the conference feature

Setting up a conference call

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

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**, or **Add** if you are already in a conference.

3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Dropping a person from a conference call

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

About Features

In addition to the Features menu, your administrator might also provide selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

From the Phone screen, use the navigation button and scroll to the right side to access the **Features** menu.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

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

Send All Calls

You can also turn **Send All Calls** on or off by using the telephone Features list.

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

Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can call a contact by speaking the contact name. You can also import or export a Contact list using a USB device.

Note:

If you press the **Contacts** button and nothing happens, your system administrator has disabled the button and its functionality. In this case, you cannot add, edit or delete any existing contacts. However you can view the existing contact entries.

Searching for a contact

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

Calling a person from the contacts list

You can call a contact in your contacts list by touching the name in the list.

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

   To call a non-primary number, select the person, press **Details**, then select the desired number.
3. Locate the contact 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 his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
4. Press **Call** or **OK**.

Adding a new contact

1. Press **Contacts**.
2. Press **New** if this is your first contact list entry, or press **More** then **New** if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the number.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. Press **Primary** if applicable.

   The primary number is the one that will always display without having to go into contact details.
9. If you have another number for this contact, select the next field and repeat from step 5.

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

Editing a contact

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

Call Log

Calling a person from the call log

1. Press the **Call Log** button.
2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the **Call** softkey or the **OK** button.

   Depending on how your phone is administered, returning a Missed Call may result in that call history entry being deleted when the call goes through.

Adding an entry from the call log to your contacts list

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

Changing the display language

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

Using USB Flash Drives with your phone

You can use Universal Serial Bus (USB) flash drive if your deskphone has a USB interface and you have the permission of the administrator. When you log into your phone from a remote location,

you can use the USB flash drive to add contacts to your Contacts list from an E-mail or other PC software program, and use the pictures from the device as screensaver on your phone.

Note:

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

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.

16-600983
Issue 7
August 2012

Avaya one-X® Deskphone H.323 for 9640 and 9640G IP Deskphone Quick Reference Guide