# Avaya one-X® Deskphone H.323 9621G and 9641G User Guide

Release 6.2 Service Pack 4
16-603594
Issue 4
April 2013

© 2013 Avaya Inc.

All Rights Reserved.

**Notice**

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

**Note**

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

**Documentation disclaimer**

“Documentation” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

**Link disclaimer**

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

**Warranty**

Avaya provides a limited warranty on its hardware and Software (“Product(s)”). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support website: http://support.avaya.com. Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya. “Software” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions.

**Licenses**

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants you a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. “Designated Processor” means a single stand-alone computing device. “Server” means a Designated Processor that hosts a software application to be accessed by multiple users.

**License types**

Designated System(s) License (DS). End User may install and use each copy of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as “shrinkwrap” or “clickthrough” license accompanying or applicable to the Software (“Shrinkwrap License”).

**Copyright**

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

**Third Party Components**

“Third Party Components” mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya’s website at: http://support.avaya.com/Copyright. You agree to the Third Party Terms for any such Third Party Components.

**Preventing Toll Fraud**

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

**Avaya Toll Fraud intervention**

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya

Support website: http://support.avaya.com. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

### Trademarks

All non-Avaya trademarks are the property of their respective owners, and “Linux” is a registered trademark of Linus Torvalds.

### Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: http://support.avaya.com.

### Contact Avaya Support

See the Avaya Support website: http://support.avaya.com for product notices and articles, or to report a problem with your Avaya product. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: http://support.avaya.com, scroll to the bottom of the page, and select Contact Avaya Support.

### Federal Communications Commission (FCC) Interference Statement

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

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

### FCC/Industry Canada Radiation Exposure Statement

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

### Warning

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

### Power over Ethernet (PoE) warning

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

根據國家通訊傳播委員會低功率電波輻射性電機管理辦法規定：

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變

更頻率、加大功率或變更原設計之特性及功能。

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

應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信規定作業之無線電信。低功率射頻電機須忍受合法通信或工業、科學及

醫療用電波輻射性電機設備之干擾。

### VCCI-Class B statement:

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

## Contents


**Chapter 1: Introduction to 9621G and 9641G deskphones** ..... 7
- Overview ..... 7
- Scrolling and navigation ..... 10
- About icons ..... 10
- Administrative messages ..... 15
- Adjustable stand and display screen ..... 15
- Using the On-screen Keyboard ..... 16
- Cleaning the screen ..... 17
- Viewing Network Information ..... 17
- Ringing on wireless headsets ..... 17

**Chapter 2: The Home Screen** ..... 19
- Settings menu ..... 20
  - Call Settings ..... 21
  - Application Settings ..... 27
  - Screen & Sound Options ..... 29
  - Advanced Options ..... 33
- Browser ..... 35

**Chapter 3: About Features** ..... 37
- Using the Features menu ..... 37
- Feature Table ..... 37
- Calling a person from the directory ..... 38
- Configuring simultaneous ringing for multiple phones using EC500 ..... 39

**Chapter 4: Answering a call** ..... 41

**Chapter 5: Making a call** ..... 43
- Making an emergency call ..... 43
- Clearing a number ..... 44
- Redialing a number ..... 44
- Making a call using edit dialing ..... 44
- Calling a person from the contacts list ..... 45
- Calling a person from the call history ..... 45
- Making a call using a Click to dial link ..... 46

**Chapter 6: Standard Call-Related Features** ..... 47
- Muting a call ..... 47
- Putting a call on hold ..... 47
- Transferring a Call ..... 48
- Using the conference feature ..... 48
  - Setting up a conference call ..... 48
  - Adding a person on hold to a conference call ..... 49
  - Putting a conference call on hold ..... 49
  - Muting a person on a conference call ..... 49
  - Dropping a person from a conference call ..... 50
- About forwarding calls ..... 50
  - Send All Calls ..... 50
  - Forwarding calls ..... 51

Enabling and disabling the call timer ... 51
About Call Recording ... 52
**Chapter 7: Using bridged call appearances ... 53**
Answering a call on a bridged line ... 53
Joining a call on a bridged line ... 53
Making an outgoing call on a bridged line ... 54
**Chapter 8: Using the contacts feature ... 55**
Searching for a contact ... 55
Viewing contact details ... 56
Adding a new contact ... 56
Editing a contact ... 57
Setting up Favorite contacts ... 58
Changing the primary contact number ... 59
Deleting a contact ... 59
**Chapter 9: Call History ... 61**
Viewing the call history ... 61
Viewing call history details ... 61
Adding an entry from the call history to your contacts list ... 62
Removing an entry from call history ... 62
Clearing all call history entries ... 63
Turning off call history ... 63
**Chapter 10: Using USB Flash Drives with your phone ... 65**
Adding contacts from an external file to your contacts list ... 65
Overwriting contacts list with an external file ... 66
Copying your contacts list to a USB flash drive ... 67
Temporarily using a USB contacts list ... 67
Using pictures from your USB device as a screensaver ... 68
**Chapter 11: Receiving your messages ... 69**
Logging into your voice mail ... 69
**Chapter 12: About Logging In and Logging Out ... 71**
Logging in to your deskphone extension ... 71
Logging out of your deskphone extension ... 72
Logging in as a guest user ... 72
**Chapter 13: Avaya Home Screen Applications ... 75**
Adding World Clock locations ... 75
Viewing World Clock details ... 76
Using the Weather application ... 77
Using the Calculator ... 78
**Chapter 14: Setting up a Bluetooth® headset ... 81**
Pairing a Bluetooth® headset with your phone ... 81
Operating a Bluetooth® headset ... 82
**Index ... 85**

# Chapter 1: Introduction to 9621G and 9641G deskphones

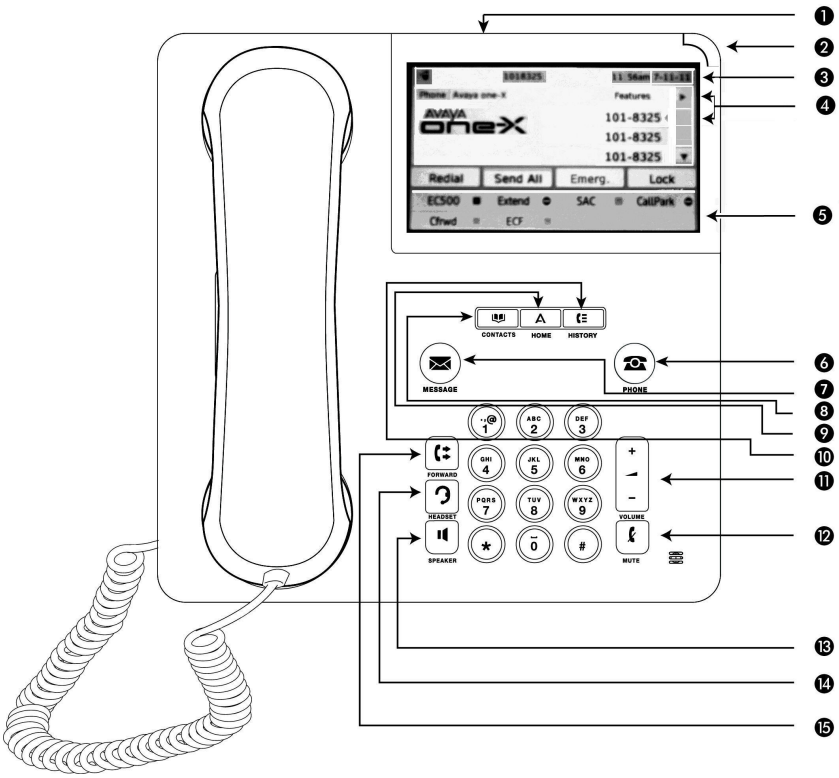
The 9621G and 9641G deskphones provide many features, including a touch-based Phone screen to view and manage your calls, a menu of options and settings, a Contacts list, an integrated WML browser,a calculator, Web applications like Weather and a World Clock, and voice mail access. The 9621G and 9641G deskphones provide a color LCD display. You can also attach up to three button modules to your deskphone to expand the available number of call appearances and features. The button modules that you attach must be of the same type and model. The 9621G model does not provide a port for button module attachment.

The letter G in 9621G and 9641G indicates the presence of a built-in Gigabit Ethernet adapter that increases data transmission speed. 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.

All the functions and features described in this user guide might not be available on your deskphone. If you find that a function or feature is not available, please contact your system administrator.

## Overview

The following section describes the display, keys, buttons, and the associated features that are available on the deskphone.




The following table provides descriptions of buttons and features of the 9621G and 9641G deskphones.

| No. | Name | Description |
|---|---|---|
| 1 | USB port | If administered, you can insert a USB device such as a memory stick, thumb drive, or flash drive to transfer contacts between your phone and an external data source. See Importing and Exporting Contacts using USB Devices on page 65 for more information. The USB port can be used also for login and as a picture source for screensaver.You can also recharge some battery-powered devices by connecting the device to the USB port of the deskphone using a USB cable.The 9621G does not have a USB port. |
| 2 | Message waiting indicator | An illuminated red light in the upper-right corner of your phone indicates that you have voice mail. If Visual Alerting is enabled, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the **Message** button is also illuminated when you have voice mail. |
| 3 | Phone display | The first line shows status information such as the time and date, primary extension, error 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 alternate screens or menus. The |

| No. | Name | Description |
|---|---|---|
| | | 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 system is administered. The number of lines available on touchscreen deskphones depend on how the Quick Touch Panel (QTP) is administered. For more information, see Setting the Quick Touch panel on page 32. Touch the line to initiate or answer a call. The last display line shows the QTP that displays the options that are administered for the extension such as EC500, Call Forwarding, or Extended Call Forwarding. |
| 4 | Features and call appearance lines | On touchscreen deskphones, call-related icons on the lines show the lines that are in use or available for calls. Touch the line to select the line that you want to use. Lines also indicate if a feature is enabled or disabled in the Feature view. |
| 5 | Quick Touch Panel (QTP) | The QTP displays the options that are administered for the extension such as EC500, Call Forwarding, or Extended Call Forwarding. |
| 6 | Phone | Press **Phone** to view the Phone screen. During a call, you can gain access to the following options from the Phone screen:<br>• Hold<br>• Conference<br>• Transfer<br>• Drop call |
| 7 | Message | Press **Message** to connect directly to your voice mail system. This button is illuminated when you have voice mail messages waiting. |
| 8 | Contacts | Press **Contacts** to view the entries in your contact list. |
| 9 | Home | Press **Home** to 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 | Press **History** to view the history of your outgoing, incoming, and missed calls. The icon on the **History** button is illuminated when you have missed calls. The top line shows the **Missed Call** icon and the number of calls that you have missed. |
| 11 | Volume | While on an active call, press **+** or **-** on the **Volume** button to adjust the volume of your handset, headset, or speaker. |

| No. | Name | Description |
|---|---|---|
| | | While you are not on an active call, pressing these buttons adjusts the ringer volume. |
| 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. Note: Only HIS headset cords are compatible with your phone. |
| 15 | Forward | Press **Forward** to display the Forwarding menu. |

# Scrolling and navigation

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

Touch and hold the appropriate scroll icons on the touch screen to scroll through a page at a time in the direction you choose or to activate the scrolling *auto repeat* feature.

To switch between call appearances and features, touch **Features** or **Calls** on the touch screen.

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

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

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

# About icons

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

Depending on their purpose, some icons appear on the top line, for example, to notify you that a headset is active or that you have missed calls in the Call History. Other icons display on call

appearance lines to show call states. Icons also appear on application screens like the Contacts or Call History lists, or World Clock and Weather. Home screen icons are touch-based to let you initiate actions like changing phone settings, accessing the Web browser, or accessing Avaya applications like the Calculator, World Clock, and Weather. Your administrator might make other, optional Home screen icons available to you that do not appear in this table. Such icons represent optional applications for which your administrator can provide information.

| Icon | Description |
|---|---|
| | Indicates an incoming call. |
| | Indicates a call appearance line that is not currently in use. |
| | Indicates that a call is active. |
| | Indicates that you have placed this call on hold. |
| | Indicates that your calls are being forwarded. |
| | Indicates that a bridged call appearance is in use. |
| | Indicates that the EC500 feature is activated. |
| | Indicates that a conference call is active. |
| | Indicates that you have placed a conference call on hold. |
| | Indicates that the speakerphone volume is being adjusted. |
| | Indicates that the headset volume is being adjusted. |
| | Indicates that more related information is available or additional screens can be accessed. |
| | Indicates that the call in progress is muted. |
| | Indicates that the ringer volume is off. To reinstate volume, press + on the **Volume** button.<br>To turn off the ringer press the **Volume** button until the volume turns off. |

| Icon | Description |
|---|---|
| | This icon, placed by your administrator, on one of your softkeys indicates an energy-saving measure. This icon may also appears on the Settings menu. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on. |
| | Indicates that your phone is in an “Unnamed Registration” state, caused by not entering an extension within 60 seconds of being prompted for one or not entering a password. In this situation, your phone may register with its call server but will show only one call appearance, no features, and will allow only outgoing calls. To switch from the unnamed registration state, login with a valid extension and password. |
| | This Team icon indicates that this team member is available. Your system administrator sets up teams as applicable. |
| | This Team icon indicates that this team member is having calls forwarded. |
| | This Team icon indicates that this team member is busy on a call and not available. |
| | This Team icon indicates that this team member is busy and is forwarding all calls. |
| | This Team icon indicates that the team member is busy and a has an incoming call ringing. |
| | This Team icon indicates that the team member is busy and is having more incoming calls ringing. |
| | This Team icon indicates that a team member is calling. |
| | The Home screen icon that indicates the general phone number for a favorite Contact. |
| | The Home screen icon that indicates the home phone number for a favorite Contact. |
| | The Home screen icon that indicates the work phone number for a favorite Contact. |
| | The Home screen icon that indicates the mobile phone number for a favorite Contact. |

| Icon | Description |
|---|---|
| | Indicates Call History for all calls. |
| | Indicates Call History for Missed calls. |
| | Indicates Call History for Outgoing calls. |
| | Indicates the Call History for Answered calls. |
| | Indicates the General telephone number for a contact. |
| | Indicates the Home telephone number for a contact. |
| | Indicates the Mobile Telephone number for a contact. |
| | Indicates the Work telephone number for a contact. |
| | Indicates the Favorite contact. |
| | Indicates that the Contact-Favorite Feature is on. |
| | Indicates that the Contact-Favorite Feature is off. |
| | Indicates that the phone is paired with and able to communicate with a Bluetooth® headset. |
| | Indicates the Home screen WML Browser application if available. |
| | Indicates the Home screen (telephone) Settings menu. |
| | Indicates the My Pictures application where you can display pictures from the USB folder. |
| | Indicates the VPN settings menu. |
| | Indicates the icon for viewing the About Avaya one-X screen. |

| Icon | Description |
|---|---|
| | Indicates the Home screen Calculator application. |
| | Indicates the Home screen World Clock application. |
| | Indicates the Home screen Weather application. |
| | Indicates that the weather is clear and fair. |
| | Indicates that the weather is partly cloudy. |
| | Indicates that the weather is cloudy. |
| | Indicates that the weather is a light rain. |
| | Indicates that the weather is rainy. |
| | Indicates that the weather is snowy. |
| | Indicates that the weather is icy. |
| | Indicates that there is an ongoing thunderstorm. |
| | Indicates that the weather is windy. |
| | Indicates that there are severe storms. |
| | Indicates the Main Menu Touch Screen Cleaning option. |
| | Indicates the Main Menu Guest Login option. |
| | Indicates the Main Menu Log out option. |
| | Indicates the Main Menu Network info options. |
| | Indicates the Options & Settings Screen and Sounds Options menu. |

| Icon | Description |
|---|---|
| | Indicates the Options & Settings Call Settings menu. |
| | Indicates the Options & Settings Application Settings menu. |
| | Indicates the Options & Settings Advanced Settings menu. |

# Administrative messages

Your administrator can send important messages such as notification of an early office shut down due to inclement weather or information about an imminent service interruption to your deskphone.

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

- a text message streaming across the top display line, accompanied by an audible alert
- an audible alert broadcast through the Speaker or the headset if that device is active
- an *interrupt* screen notifying you that you are receiving an audio alert

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

# Adjustable stand and display screen

You can adjust the display screen 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 of these clicks indicates a locking position. You can push the screen back to return to the original flat position.Gently pull the display screen all the way towards you and push to return it to its original flat position.

The phone can be placed on the stand in a flat position or at an angle.If you have placed the phone vertically for wall mounting, reverse the tab located under the switchhook in the top ear piece pocket on the phone to ensure that the handset is in the correct position. You need a small screwdriver to lift the tab after it is reversed.

# 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. Touching 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. Touch 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**

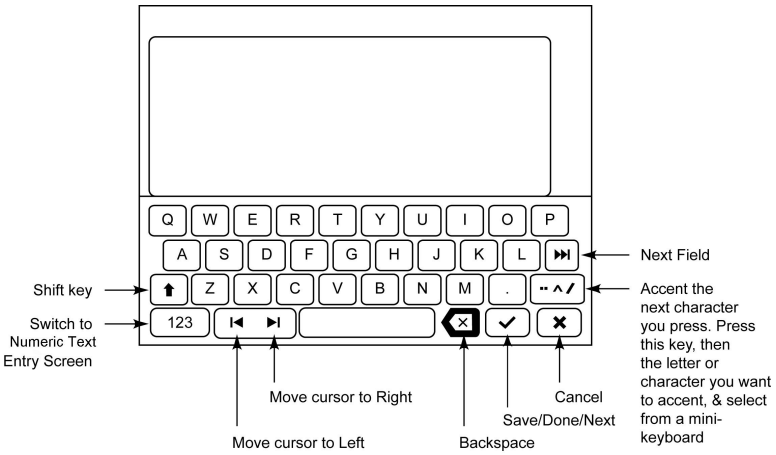
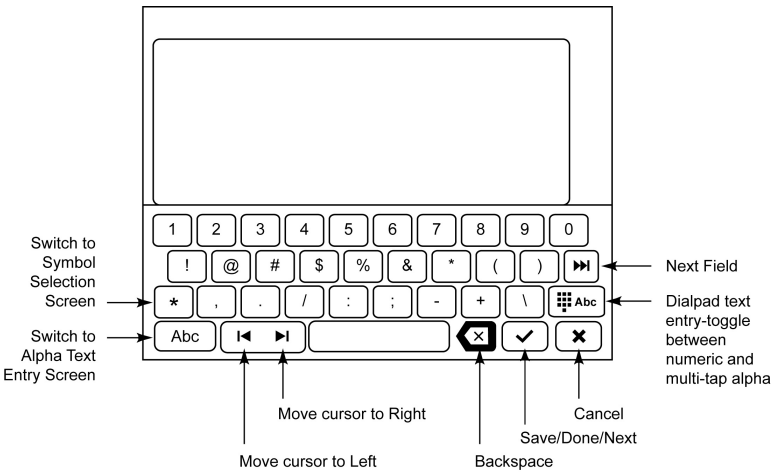



**Figure 2: Numeric Entry Keyboard**



# Cleaning the screen

Clean the touch screen periodically to remove fingerprints and other marks by using a soft, slightly damp, lint-free cloth. From the Home screen, select **Settings** and then select **Touch Screen Cleaning** to disable the touch screen 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 touch screen. Do not let the cleaning liquid enter the phone through the openings.

# Viewing Network Information

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

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

Use the ◀ and the ▶ icons on the upper right corner of the display to navigate and view the network information on the various screens.

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

# Ringing on wireless headsets

For an incoming call, you can set the ringing tone on the wireless headset instead of the speaker of the deskphone.

**Note:**

This feature is available only if enabled by your administrator for your deskphone.

When you go off-hook with the headset or change from a non-headset device to the headset, the wireless headset is activated. When you go on-hook with an activated headset or change from wireless headset device to non-headset, the wireless headset is deactivated.

When an incoming call arrives:

- If the deskphone is in an idle mode, a ringing tone is heard in the wireless headset.
- If the phone is already in a headset call, a short beep is heard in the wireless headset.

# Chapter 2: The Home Screen

The Home screen provides several user-friendly features. Using the icons on the Home screen, you can customize options and settings of your phone, view phone and network settings, obtain information about the time and weather through Web-based applications, use a calculator, and use Favorite speed dial buttons. The way you use the Home screen depends on how the administrator has set up the system. You need to press the Home button under display to gain access to the Home screen. The Home screen includes the following standard Avaya features:

- **Settings**: Displays a menu that you can use to change your call settings, the language to display the information on the screen, the way your screen looks, pair your phone with a Bluetooth headset, log into a phone as a guest, clean your screen, log out your phone, and more.
- **World Clock**: Shows the time and weather in different parts of the world.
- **Weather**: Shows the current weather conditions in an area you choose and provides a weather forecast.
- **Calculator**: Provides a simple, four-function calculator.
- **My Pictures**: Using this feature you can use pictures from a USB device as your telephone screensaver. Note: This feature is applicable only to the 9641 deskphone.
- **Web application**: You can set up shortcuts to view 9 web applications or information pages using this feature.
- **Favorites Help**: Using the help outlined here, you can add a person in your contacts list to your display as a quick dial number. Touch the number to make a call to that person.

You can also use **Contacts** to enable speed dial icons for up to 16 Favorite numbers on your Home screen. Your administrator might make available other Web-based applications such as a corporate directory or support page. To invoke an application you see on the Home screen, touch the icon. If the number of lines in the list is greater than the number of lines in the Application area of the Home screen, You can scroll to view the next line. Touch the scroll bar on the right side of the Home screen to view the next page.

You can also administer up to 9 WML applications on home screen.

**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 menu

This section describes the following menu items:

- **Options & Settings**
- **Bluetooth Setup**
- **Network Information**
- **Guest Login**
- **VPN Settings**
- **Log Out**
- **LightOff**
- **Touch Screen Cleaning**
- **About Avaya one-X**

The Options & Settings menu provides access to:

- **Call Settings**, including options 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 and turning Visual Alerting on or off.
- **Application Settings**, including options for personalizing button labels, for turning call History on or off, and for including bridged calls in your call History.
- **Screen & Sound Options**, including options for adjusting the brightness of your phone display or an attached button module, changing the contrast on an attached button module, changing the ring pattern, selecting a different display language, showing the quick touch panel, and setting button clicks and tones.
- **Advanced Options**, including options for backing up and restoring your settings, options, and button labels. You can also set the Handset equalization (HAC) values and Automatic Gain Control (AGC) for your headset, handset, or speaker audio.

**Bluetooth Setup** helps you pair a Bluetooth enabled wireless headset with your phone, so you are not tied to your desk during calls. Bluetooth setup is not available on the 9621G deskphone model.

Network Information shows summaries of network-related parameters for your phone, used for troubleshooting.

**Guest Login** feature, helps you log in to another 9621G or 9641G phone and can use your own phone's features and functionality.

**VPN settings** option is available only if you are an authorized VPN user. If you require information on how to set up VPN, see the VPN Setup Guide for 9600 Series IP Telephones Document, Number 16–602968.

**Log Out** functionality 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.

**Light Off** helps you to save energy as you can temporarily turn off the display and any attached button module by touching the corresponding **Light Off** icon when not using the phone. The display is restored if you press one of the buttons and receive an incoming call, or pick up the handset to make a call.

**Touch Screen Cleaning** disables the display so you can clean the screen of fingerprints or other marks.

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

# Call Settings

## Setting Go To Phone Screen on Calling

### About this task

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

### Procedure

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

## Setting Go To Phone Screen on Ringing

### About this task

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

### Procedure

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

## Setting Go To Phone Screen on Answer

### About this task

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

### Procedure

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

## Changing the voice dialing language

### About this task

You can change the voice dialing language through the **Settings** menu to the language of your choice.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.

4. On the Call Settings menu, touch **Voice Dialing Language**.
5. Touch the line with the language you want voice dialing to recognize.
6. Touch **Yes** to confirm the selected language.

## Changing the voice dialing setting

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. On the **Call Settings** menu, touch **Voice Dialing** to change it from **On** to **Off** or **Off** to **On**.
5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

## Setting dialing options

### About this task

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

**Note:**

Edit dialing feature may not be available on your extension, depending on how your system is administered.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Touch **Call Settings**.
5. To change the**Edit Dialing** option from **On** (Enabled) to **Off** (Disabled) or **Off** to **On**, touch **Edit Dialing** on the **Call Settings** menu.

6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

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

## Setting redial options

### About this task

To display a list of the last numbers you dialed, or to dial the last number you dialed, you can use the **Redial** option.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Touch **Call Settings**.
5. On the Call Settings menu, touch **Redial** to change it from List to One Number or One Number to List. The list displays the last six numbers from or, to which calls were made when you touch Redial. Touching Redial dials the last number called.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

## Configuring visual alerts

### About this task

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

### Procedure

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

## Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Call Settings**.
5. On the **Call Settings** menu, touch **Audio Path**.
6. Touch the setting to toggle between the available choices.
   - If the current setting is Headset, touching that line changes the audio path to Speaker.

   For example, if the current setting is *Speaker* touching that line changes that setting to *Headset*. Touching the setting again changes it to *Speaker*.

**Note:**

If the audio path is set to Headset and your headset uses switchhook control (typically true for wireless headsets), the Voice Dialing feature cannot receive input from the headset.

7. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

## Setting Headset Signaling

### About this task

You can set your deskphone to ring through your wireless headset and the speaker. This might be convenient if you want to turn the speaker alert off or you have a wireless headset.

**Note:**

Not all headsets support audible alerts.

### Procedure

1. Press **Home**.
2. Select **Options and Settings**.
3. Select **Call Settings**.
4. Select **Headset Signaling**.
5. Touch the line to change the setting to **On** or **Off**.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

## Setting contact names to display during calls

### About this task

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

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Call Settings**.

5. On the **Call Settings** menu, touch **Pair Contacts to Calls** to change it from **Yes** to **No** or **No** to **Yes**.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

# Application Settings

## Activating call log history

You can activate the call log history through the Settings menu so that the calls made to, or from the phone can be tracked and used to make outgoing calls again.

### Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options and Settings**.
4. Touch **Application Settings**.
5. Touch **History**.
   The option is set to Off by default. Touching **History** changes the setting to On.
6. Touch **Save**.

## Activating call log for bridged calls

You can activate the call log for bridged calls through the Settings menu so that the calls made to, or from the bridged call appearances can be tracked.

### About this task

To activate the call logs or history for bridged call appearances on your phone

### Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options and Settings**.
4. Touch **Application Settings**.
5. Touch **Log Bridged Calls**.

The option is set to Off by default. Touching **Log Bridged Calls** changes the setting to On.

6. Touch **Save**.

## Personalizing labels

### About this task

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

### 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. Touch **Options & Settings**.
4. Touch **Application Settings**.
5. On the **Application Settings** menu, touch **Personalize Button Labels**.
6. Touch either **Extensions** or **Feature** labels, depending on which type of label you want to personalize.
7. Touch the label you want to edit.
8. Use the **Edit** keyboard to type the new label using up to 15 characters. For information about using the keyboard, see Using the On-screen Keyboard on page 16.
9. Touch the **checkmark** to save the new label or **Cancel** to return to the menu without saving.
10. You can revert back to the default button labels by selecting **Home** > **Settings** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels** and touching **Default**.

## Restoring default button labels

### About this task

If the button labels on your deskphone have been customized, you can restore the default button labels. Availability of this feature depends on how your deskphone is administered. See your system administrator for more information.

### Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options and Settings**.
4. Touch **Application Settings**.
5. Touch **Restore Default Button Labels**.
6. Touch **Default**.

# Screen & Sound Options

## Adjusting the display brightness or contrast

### About this task

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

**Note:**

You can adjust only the brightness of the 9621 IP deskphone and not the button module as the deskphone does not support button module.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Touch **Screen & Sound Options**.
5. On the Screen & Sounds menu, touch **Brightness** or **Contrast**.

6. Touch either Phone or Module, depending on the brightness or contrast of the item that you want to adjust. If more than one button module is attached, additional Module lines appear.

   **Note:**

   You can adjust the contrast of an attached button module and not the color display screen.

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

## Turning large text on or off

### About this task

**Note:**

The large text option is available only for the English language.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen & Sound Options**.
5. On the **Screen & Sounds** menu, touch **Text Size** to change it from Normal to Large or Large to Normal..
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

## Turning button click sounds on and off

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Touch Options & Settings.
4. Touch **Screen and Sound Options**.
5. Touch **Button Clicks** to change it from **On** to **Off** or **Off** to **On**.

6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

## Setting the Home screen to display when the phone is idle

### About this task

By default, your phone automatically displays the Home screen when there is no input or other activity for a specified time period. Set the **Return to Home Screen** option to No to display the screen saver instead of the Home screen upon timeout. The administrator sets the timeout duration of your phone or the default inactivity limit of 10 minutes applies.

### Procedure

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

## Turning error tones on or off

### About this task

If the **Error Tones** option is On, your deskphone produces an audio message when you press a button that is not valid or when you exceed the size of a text field. To disable audible error beeps, set the **Error Tones** option to Off.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen and Sound Options**.
5. To change the **Error Tones** from On to Off or Off to On, touch **Error Tones** on **Screen and Sounds** menu.
6. To save the setting, touch **Save**. To return to the menu without saving, touch **Cancel**.

## Choosing your ring tone

### About this task

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

### Procedure

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

## Setting the Quick Touch panel

### About this task

When you use the Quick Touch panel, the Phone screen provides access to your features or speed dial 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.When a feature is on and active, the associated button is highlighted in green.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen and Sound Options**.
5. On the **Screen and Sounds** menu, touch **Show Quick Touch Panel** to change the setting from 1 Line to 2 Lines, from 2 Lines to No, or from Yes to No.

6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

# Advanced Options

## Backing up and restoring your data files

In addition to the automatic backup of your phone data, you can initiate a manual backup of your data files. Data files are personal settings like contacts, favorites, personalized labels for your phone and button modules, call history, ring tones, and other options and settings. Performing a manual backup is not usually necessary, but you might be required to perform a manual backup in the event of system problems.

### Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Advanced Options**.
5. Touch **Backup/Restore**.
6. Touch the **Manual Backup** line to start the data file backup.

   The top line displays messages to inform you the backup is in progress and when the backup is complete.
7. To restore your data from a backup file, touch the **Manual Restore** line.

   The top line displays messages to inform you that data restoration from the backup file is in progress and when the restoration is finished. Your options and settings now reflect their previous values.

## 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. Touch **Settings**.

3. Touch**Options & Settings**.
4. Press **Select** or **OK**.
5. Touch**Advanced Options**.
6. Press **Select** or **OK**.
7. Touch**Automatic Gain Control**.
8. Press **Select** or **OK**.
9. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
10. Touch **Change** or **OK** to turn AGC on or off.
11. Touch **Save**.

## Enabling Bluetooth

### About this task

You can use Bluetooth devices with your 9641 deskphone. However the Buetooth option must be administered on your deskphone by the administrator. You can enable the Bluetooth feature from the **Settings** menu.

### Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options and Settings**.
4. Touch **Advanced Options**.
5. Touch **Enable Bluetooth**.

   Bluetooth is set to No by default. Touching **Bluetooth** changes the setting to Yes.
6. Press the **Save** softkey.

## Selecting handset audio equalization

### About this task

For most people, this option is not relevant. For certain people with hearing difficulties, however, this option can change the audio characteristics of the deskphone and make it easier to hear the far end.

### Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Advanced Options**.
5. Touch **Handset Equalization**.
6. Select the setting you want by touching the setting.*Default* will be standard audio performance unless otherwise modified by your administrator. *Audio Opt.* is standard audio performance, regardless of what your administrator has chosen. *HAC Opt.* is “Hearing Aid Compatibility” performance.
7. Touch **Save**.

# Browser

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

# Chapter 3: About Features

This chapter describes the features of your deskphone. Your administrator might have set up your deskphone with the features and the call appearances on one screen. The Features menu gives you access to advanced telephony features, such as Directory, Abbreviated Dial, and Call Forwarding. Using the Directory, you can dial other users on your system. 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. The Forward menu also lists all the forwarding features. The Features menu does not display the features assigned to an attached button module. The features available depend on what your administrator has assigned to your phone.

## Using the Features menu

### Procedure

From the Phone screen, touch the **Features** button at the upper right corner to view the Features menu.

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

**Note:**

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

## Feature Table

The names of features are often abbreviated to fit into the display area of your deskphone or button module. Refer to the following table to know some standard feature names and their abbreviations. All the features described here might not be available on your extension. For detailed information about a feature, contact your system administrator.

| Feature Name | Abbreviation |
|---|---|
| Automatic Dialing | Autodial or AD |
| Automatic Intercom | Auto Icom or AI |
| Automatic Callback | Auto Callback, AutoCB |

| Feature Name | Abbreviation |
|---|---|
| Call Forwarding All Calls | Cfrwd or CFwrd |
| Call Forwarding Busy/Don't Answer | CFBDA |
| Park a Call | Call park |
| Call Pickup | Call pickup |
| Calling Party Number Blocking | CPN Block |
| Calling Party Number Unblocing | CPN Unblock |
| Dial Intercom | Dial Icom |
| Directed Call Pickup | Dir Pickup |
| EC500 | EC500 |
| Exclusion (Calling Party) | Exclusion |
| EC500 Extended Calling | Extend Call |
| Extended Call Pickup | Ext Pickup |
| Malicious Call Tracing Activation | MCT Act |
| One-step Recording | Audix Record |
| Priority Calling | Priority Call |
| Send All Calls | SAC |
| Whisper Page | Whisper Act |

**Note:**

Your phone displays the personalized label instead of the feature abbreviations if you have added personalized labels for any of the features.

# Calling a person from the directory

## About this task

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

## Procedure

1. From the Phone screen, scroll right to access the Features menu, select **Directory**, and press **Select** or **OK**.
2. Use the dialpad keys to start spelling the last name of the person you want to call.

Press each dialpad key once for each corresponding letter. For example, for *Hill*, press **4,4,5,5**.

3. Select **Next** to view the names alphabetically in the directory, if necessary.
4. Touch **Make Call** when you see the name you want to dial.

# Configuring simultaneous ringing for multiple phones using EC500

### 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, scroll right to access the **Features** menu.
2. Touch **EC 500**.

**Note:**

When you enable the EC500 feature, the top line displays a cell phone icon. For an illustration, see About icons on page 10.

# Chapter 4: 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 may 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, touch the call appearance line.

**Note:**

The procedure for answering a call might vary depending on how your phone is administered.

## 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, press **Speaker**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, you may need to put the active call on Hold first before answering the new call. If the telephone does automatically display the incoming call, you can touch **Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can touch **Drop** to automatically drop the first call when you answer the new call.

- To automatically display the Phone screen whenever you receive an incoming call, set the **Go to Phone Screen on Ringing** option to **Yes**.

# Chapter 5: Making a call

### About this task

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

### 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, just touch that icon to initiate dialing.

## Making an emergency call

### About this task

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

Your system administrator can configure the *PHNMOREEMERGNUMS* parameter in the settings file for your extension with ten additional emergency numbers. If a user dials any one of the specified emergency numbers, the deskphone will handle the call as an emergency call even if the telephone is in the locked or unregistered state.

### Procedure

1. . Touch the **Emerg.** softkey. If you do not see an **Emerg.** softkey, or if the phone display does not show the Phone screen CA filtered view, press the **Phone** button, then touch the **Emerg.** softkey.
2. To end the emergency call, touch the **Drop** softkey or press the **Speaker** button.

# Clearing a number

### Procedure

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

# Redialing a number

### Procedure

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

   The last number is redialed or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information in redial settings, see Setting Redial Options on page 24 .

   **Note:**

   Your system administrator can disable Redial functionality.

2. Touch the number you want to redial.

# Making a call using edit dialing

### Before you begin

Your system administrator has to authorize this function. To set up edit dialing, see Setting dialing options on page 23.

### About this task

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.

### Procedure

1. From the Phone screen, enter the number you want to call.
2. To edit the number, touch the **X** softkey to erase the previous character, one character at a time.

3. Touch **Call**.

# Calling a person from the contacts list

### About this task

You can call any contact that is listed in your contacts listby saying the contact nameor by touching the name in the list.You can find a name by scrolling to it or by using the search box. Use the dialpad keys to enter the first few letters of the name, and the screen will scroll to the first match in your list. When you find the entry you want, touch that line to dial 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. Locate 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 his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
3. To call the contact's primary number, touch the line on which the contact name appears.
4. To call a non-primary number, touch the **Details** button to move to the detail information fields for the contact, then touch the desired number.

# Calling a person from the call history

### Procedure

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

   For icon descriptions, see About icons on page 10.

   Depending on administration, returning a Missed Call may result in that call history entry being deleted when the calls goes through.

3. If you don't see the name of the person you want, scroll down until the name displays.
4. When you see the name of the person you want to call, touch the number to dial the corresponding number.

## Making a call using a *Click to dial* link

### About this task

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

### Procedure

1. Select the line with the link for the person or number you want to call.
2. Touch the line on which the click to dial link appears.

   The deskphone initiates a call to the person or number associated with the click to dial link.

# Chapter 6: Standard Call-Related Features

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

Depending on the action you want to perform, either press the appropriate button on the phone or touch 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 the **Mute** button during a call so that the other person on the call cannot hear you.
2. Touch **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.

## Putting a call on hold

### Procedure

1. If you are not active on the line you want to put on hold, touch that line.
2. Touch **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 24.

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

# Transferring a Call

### Procedure

1. Keep the call you want to transfer active and touch **Transfer** from the Phone screen.
2. Dial the number to which you want to transfer the call.
3. Touch **Complete** to transfer the call.

# Using the conference feature

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

## Setting up a conference call

### Procedure

1. Select any idle call appearance and dial the first conference participant.
2. From the Phone screen, touch **Conference**.
3. Dial the telephone number, or call the person from the contacts list, or call the person from the History list.
4. When the person answers, touch **Join** to add the person to the existing call.
5. To add another party to the conference call, touch **Add**.
6. Repeat Steps 3 and 4 to add another person to the conference call.
7. To see a list of the conference participants, touch the **Details** icon on the Conference Call line and then either:
   - Touch a participant name and touch **Silence** to mute the person.

- Touch a participant name and touch **Drop** to drop this person from the conference call.
- Touch **Refresh** to refresh the conference details.
- Touch **Back** to exit the conference details screen and return to the Phone screen.

## Adding a person on hold to a conference call

### Procedure

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

## Putting a conference call on hold

### About this task

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

### Procedure

Touch **Hold** during a conference call.

## Muting a person on a conference call

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

### Procedure

1. From the Phone screen, touch **Details** for the line to be muted during a conference call.

2. Select the person you want to mute.
3. Touch **Silence**.
4. Touch **Silence** again to take the person off mute.

## Dropping a person from a conference call

### About this task

This feature is not available on all systems.

### Procedure

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

# About forwarding calls

You can forward your incoming calls to another number or to voice mail. If call forwarding is turned on, a Forwarding icon appears on the top line of your display screen and the Forward button is illuminated. Alternately, you 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 system administrator has set. For more information about the options available on your extension, contact your system administrator.

## 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 voicemail. 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.

### Procedure

Touch **Send All** or touch **Forward** to access the main Forwarding menu and then touch **Send All Calls** to turn **Send All Calls** on or off.

## Forwarding calls

### About this task

You can either set a number to forward calls, or turn off call forwarding if the feature is already on. The features are also listed on the Forwarding features menu.

### Procedure

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

## Enabling and disabling the call timer

If your administrator has enabled the call timer feature for your deskphone, you can turn on the call timer to keep a track of the duration of your calls. A softkey labeled **Timer On** appears on the display screen when you are on a call.

### Procedure

1. Press the **Timer On** softkey to start the timer.

   The Timer is displayed on the Status Line that is the second from the top and increases each second until 59:59 is reached, at which point the timer stops.
2. Press the **Timer Off** softkey to stop the timer.

   This action also changes the softkey label back to **Timer On**. The timer is removed from the display five seconds after you turn the timer off.

# About Call Recording

Your administrator can enable recording for the calls made on your deskphone. If call recording has been enabled for the calls on your deskphone, a beep can be heard into the audio stream at regular interval, typically about 15 seconds. The beep indicates that the call is being recorded.

# Chapter 7: Using bridged call appearances

In addition to your own call appearances, your phone may show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your deskphone. You can also make outgoing calls on a bridged call appearance when it 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 a call on a primary line.

### Procedure

1. Select the bridged call that you want to answer.Touch 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. Touch **Answer**.

## Joining a call on a bridged line

### About this task

You can join an existing call on a bridged line.

### Procedure

1. Select the bridged call in progress that you want to join.Touch the call appearance of the bridged call in progress that you want to join.
2. Touch 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 telephone user's line. The caller ID associated with the call you are making may show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

### Procedure

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

# Chapter 8: Using the contacts feature

You can save up to 250 names and up to 3 telephone numbers per name. You can also import or export a Contact list using a USB device; see Importing and Exporting Contacts using USB Flash Drives on page 65 for information.

**Note:**

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

## Searching for a contact

### About this task

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

### Procedure

1. Press **Contacts**.
2. With the phone on hook, use the dialpad to start typing the name you want to search.

   Keep in mind how your Contact list is set up. If you set up your contacts as *Last Name, First Name* start typing the letters of the last name. If you have set up your Contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.
3. When you see the contact you can:
   - Touch the phone number of the contact to dial, or
   - Touch the **Details** button next to the contact's phone number to select a different phone number or see detail information about this contact.

# Viewing contact details

### Procedure

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

   Using Details is the only way to view or dial a second or third number for a contact.
4. Perform one of the following actions:
   - Touch a number to dial the number.
   - Touch **Edit** to change the detail information on this person.
   - Touch **Delete** to remove this person from your Contacts list.
   - Touch **Favorite** to select and add the number of the contact number to your favorites list.
   - Touch **Back** to return to the Contacts list.

# Adding a new contact

### About this task

You can add up to three numbers for a contact.

### Procedure

1. Press **Contacts**.
2. Touch **New**.
3. Enter the name using the on-screen keyboard or the dial pad. See Using the On-screen Keyboard on page 16 for more information.
4. Touch the **check mark** to move to the number entry screen.Touch the **check mark** or **Next** button.
5. The first number entered is the primary number of a contact. The Contacts list always displays the primary number first.

6. Touch 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. Take one of the following actions:
   - To change the name, touch the line which contains the name and edit the entry by following Step 3.
   - To change the number, touch that line and edit the entry.
   - Touch add another number for the contact, touch **Add**. Then touch 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, touch **Cancel**.
   - To change the primary number, touch **Primary**.See Changing the Primary Contact Number on page 59 for more information.
8. Touch **Save**.

# Editing a contact

### Procedure

1. Press **Contacts**.
2. Search for the contact you want to edit.
3. Touch the **Details** button to the right of the contact to display detail information.
4. Touch **Edit**.
5. To edit a name or number, take one of the following actions:
   - Touch **Primary** to change the primary number. See Changing the Primary Contact Number on page 59 for more information.
   - Touch the Name or number you want to edit.
   - Touch a blank line to add a number.
   - Touch **Cancel** to return to the Contacts list.
6. Use the on-screen keyboard to make changes to the contact information. See Using the On-screen Keyboard on page 16 for more information.
7. Touch **Done** .
8. To change other contact information, repeat Steps 5 through 7.

9. When you finish changing contact information, touch **Save**.

# Setting up Favorite contacts

### About this task

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

### Procedure

1. Press **Contacts**.
2. Search for the contact you want to set up as a favorite.
3. Touch the **Details** button for the contact to display detail information.
4. Touch **Favorite**.
5. Touch the number you want to set as a favorite.
6. Enter a caption or label for this favorite. The Homescreen displays the caption or label every time this favorite is chosen. See Using the On-screen Keyboard on page 16 if you need help entering the caption or label text.
7. If you entered the caption or label using the on-screen keyboard, touch **Done**. Otherwise proceed to Step 8.
8. Touch **Save**.

   **Note:**

   To remove a favorite contact number from the Home screen, follow the procedure used for setting up a favorite and touch the number to toggle from on to off. Make sure the status has changed, and then touch **Save**.
9. Repeat Steps 3 through 7 to set up another favorite contact.

# 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 primary number is the first number dialed when you touch a contact in the Contacts list.

### Procedure

1. Press **Contacts**.
2. Search for the contact whose primary number you want to change.
3. Touch the **Details** button for the contact to display detail information.
4. Touch **Edit**.
5. Touch **Primary**.
6. Touch the number you choose as the new primary number.
7. Touch **Done**.
8. Touch **Save**.

# Deleting a contact

### Procedure

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

# Chapter 9: Call History

The History screen provides a list of recent calls, with information about call disposition such as missed, answered, or outgoing with the caller name and number, call time, and call duration.

**Note:**

The caller number is displayed only if available.

Call History also shows bridged callsand the number of missed calls from a given calling number. If you are a member of a call pickup group, any calls you picked up for another person or you missed and were answered by someone else in your pickup group are shown with a Forwarding icon. Using this feature, you can review details of the type of call pickup. When you have one or more missed calls, the History button illuminates and the Missed Calls icon and the top line displays the number of missed calls. To call a person listed in your Call History, see Calling a person from the call history on page 45.

## 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, touch the applicable icon at the upper right representing answered, outgoing, or missed calls.
3. Scroll up or down to view the entries on the list.

## Viewing call history details

### 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. Touch the **Details** button of the number you want to add to your Contacts list.
3. Touch **+Contact**.
4. If necessary, edit the name and telephone number.
5. Touch **Done** then **Save**.

# Removing an entry from call history

### Procedure

1. Press **History**.
2. If you don't see the entry you want to delete, use the scroll bar to find it.
3. Touch the **Details** button for the entry you want to delete to see detail information about the call.
4. Touch **Delete**.
5. Touch **Delete** again to confirm, or touch **Cancel** 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 of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted. However, if you are viewing the All Calls list, touching **Clear All** deletes all calls.

### Procedure

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

# Turning off call history

### About this task

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

### Procedure

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

# Chapter 10: 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:**

The 9621 IP deskphone does not have a USB interface.

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

**Note:**

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

If you insert the flash drive into the USB jack, the phone displays either a list of USB actions or options, a message that your phone does not support the device, or a message that the phone does not have adequate power to support the device. Power supply to the USB interface depends on the administration settings and on how the phone is powered. The phone supports USB drives with FAT or FAT32 file systems and does not support USB drives with NTFS file systems and multiple LUNs.

## Adding contacts from an external file to your contacts list

### About this task

Use a USB flash drive to add contacts from an external file to your contacts list. The contacts list can contain only 250 entries. Contact files merged or written to the phone's contacts list must be in a specific format. One way to ensure that the file is in the proper format is to export your the Contacts list of your deskphone to your USB device, which automatically creates a properly formatted file. Avaya also provides a spreadsheet tool that uses macros to convert your Outlook contacts into the Contacts format the phone uses. For information on this tool, search for Avaya one-X® USB Companion on the Avaya support site at http://www.avaya.com/support.

### Procedure

1. Plug the USB device into the jack near the center top edge of your phone.
2. Touch **Select** to select **Merge file and phone contacts**.

   The Merge option is shown only when both the USB file and the phone have contacts.
3. The contacts are merged automatically. When complete, review the statistics displayed, which show the number of entries, duplicates, and any errors.
4. Touch **Save** to write the merged Contacts list back to the USB device and return to the list of contacts/USB actions or touch **Exit** to return to the list of contacts/USB actions without writing the merged file to the USB device.

   **Note:**

   If you attempt to merge more than the maximum 250 entries, the phone displays a List Full screen. You can then either save the first 250 entries or cancel the merging process without transferring the contents to the deskphone.

## Overwriting contacts list with an external file

### About this task

Use a USB flash drive to replace your entire contacts list with the contacts from an external file. Contacts that you are copying from an external file must have a name and at least one number but not more than three numbers with associated types. If associated types are not provided, the type will be considered as general type. Your system administrator can provide detailed format information about external data source files.

### Procedure

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

# Copying your contacts list to a USB flash drive

### About this task

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

### Procedure

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

# Temporarily using a USB contacts list

### About this task

If the USB flash drive is attached to the phone, you can use the contacts file on the drive instead of the contact list of your phone. For example, copy your contacts list to your USB flash drive and take the device with you while traveling. If you have access to a guest phone with the latest telephone software at another site, you can attach the USB flash drive and use your contacts list.

### Procedure

1. Plug the USB flash drive with the contacts file you want to use into the jack near the center top edge of your phone.
2. Using the scroll control, scroll to **Use contacts file while present** then touch **Select** or touch **Use contacts file while present** line directly.
3. Touch **OK** to access the contacts list on your USB flash drive.

   Any changes or updates you make to your contacts list while the USB device is connected affect only the temporary file on the USB device, and not your “regular” telephone contacts list.

# Using pictures from your USB device as a screensaver

### About this task

If your USB device has a top level directory named `\Pictures` or another picture directory that is properly administered, you can use pictures in that directory as your phone's screensaver. The pictures from the USB device are displayed as a screensaver only when the USB drive is inserted and the phone is kept idle. Each picture displays for 5 seconds unless you specify a different value (from 5 seconds to 999 seconds). The 9621G IP and 9641G IP deskphones can display pictures with a resoultion of 480 x 272 pixels. The picture file must be in JPEG format. Your administrator can enable this feature. If your administrator has disabled this feature, the My Pictures option will not appear on the Home screen.

In addition to the features described in the Using USB Flash Drives with your phone on page 65, the Avaya one-X™ Deskphone USB Companion application includes a utility program to convert your pictures to the correct format.

### Procedure

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

   **Note:**

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

# Chapter 11: Receiving your messages

### Procedure

Press the **Message** button to connect directly to your voice mail system.

The lit Message button and a red light on the upper right-hand corner of your deskphone indicate when you have messages waiting. You can use this feature only if your administrator has enabled this feature. If you have any questions, contact your system administrator.

## Logging into your voice mail

### Procedure

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

# Chapter 12: About Logging In and Logging Out

If you share a deskphone with other users, you should log in and log out to maintain your preferences, call information, and options. Log out to prevent unauthorized use of your deskphone during your absence.

**Note:**

Depending on how your phone is administered, for example, whether History backup is enabled or disabled, History information might be lost when you log your extension out.

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

**Note:**

When you use the USB Login, the only Contacts you can see are the Contacts on the USB device. See Using USB Flash Drives with your phone on page 65 for more information.

**Note:**

Depending on how your deskphone is configured, your deskphone might display a Log-Off softkey in an idle state. You can use the Log-Off softkey to log out of the deskphone.

## Logging in to your deskphone extension

### About this task

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

### Procedure

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

4. Touch **Enter**.
5. If your system is set up to allow visiting user privileges the deskphone prompts for Login Mode. Touch the Login Mode that indicates whether you are a visiting user (Visiting User) or not (Default).
6. Touch **Enter**.

# Logging out of your deskphone extension

### Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Scroll down and select **Log Out**.

# Logging in as a guest user

### About this task

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

**Note:**

The guest user login option is available only if your administrator has configured the GUESTLOGINSTAT parameter in the settings file.

### Procedure

1. Press **Home**
2. Touch **Settings**.
3. Select **Guest Login**.
4. Enter your extension number.
5. Touch **Enter**.
6. Touch **Password**.
7. Enter your password.

8. Touch **Enter**.
9. Touch the left or right arrow to select the duration from 1 to 12 hours for using this phone. You can log out as a guest at any time despite the duration you select.
10. Touch **Enter**.

# Chapter 13: Avaya Home Screen Applications

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

**Note:**

The applications described in this chapter are available on your phone only if your administrator has enabled the applications for you.

## Adding World Clock locations

### About this task

You can set as many as six locations for which you can track the time and related information. After you set up one or more locations, the World Clock application displays the associated time of day and an icon representing the current weather condition for the location.The background color of the World Clock indicates day or night at a location. The background color of sky blue indicates the period of sunrise and before sunset. The background color of dark blue indicates the period of sunset and before sunrise. You can also view information such as the time, day, date, temperature, and current weather conditions for a location. For more information, see Viewing World Clock details on page 76 for more information. World Clock weather information is updated every three hours.

**Note:**

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

**Note:**

If connectivity to the internet or the Weather.com service is interrupted or if the particular location does not return data, the phone displays a Warning icon.

### Procedure

1. Press **Home**.
2. Touch **World Clock**.

3. Take one of the following actions:
   - If you have already used the World Clock application, proceed to Step 4.
   - If you are using the World Clock application for the first time, the phone displays the Location Entry screen on which you can enter either a United States Postal Zip Code, a City, a City and State, or a City and Country Zip Codes. Your can enter up to 60 characters in length. For information about using the keyboard, see Using the On-screen Keyboard on page 16. Save the location using the **check mark** on the on-screen keyboard.

     **Note:**

     If the location you entered has more than one possible match, the screen displays a list of up to 10 possible locations. Touch a location on the list to select it as your location or touch **Back** to return to the Location Entry screen without making a selection. If you don't see the location you want, touch **Back** and enter more information, such as a comma followed by a country name.
4. When the phone displays the Locations screen, you can:
   - Touch **Add** to add another location, use the keyboard on the screen to enter the information as described in Step 3, and save it using the check mark, or
   - Touch a location line to view time-related details about the location or to delete that location, or
   - Touch **Back** to return to the Home screen.

# Viewing World Clock details

## About this task

**Note:**

The World Clock application is provided through a partnership with a 3rd party information provider. The continuing provision or availability of the application is not guaranteed.

## Procedure

1. Press **Home**.
2. Touch **World Clock**.
3. Touch the line of the location to view details such as the local time, day, date, location name, local temperature, and an icon indicating the local weather

conditions. If the temperature of a location is not available, the screen displays two dashes. If the local weather is not available, the screen displays a blank space.

**Note:**

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

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

# Using the Weather application

### About this task

To activate the Weather application, you must type the city or postal code for which you want weather reports and indicate whether you want temperatures and wind speeds displayed as English or Metric units. Once you set up the location and measurement, the Weather application will display the associated current temperature, wind speed and humidity. Icons indicate current weather conditions and sunset/sundown times; see About icons on page 10 for descriptions.The weather application shows updated forecasts for the current day and the next day. The weather information is updated according to the update schedule of the internet service provider. The phone displays the updated information whenever you touch the **Refresh** softkey or change the location.

**Note:**

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

**Note:**

These applications are provided through a partnership with a 3rd party information provider. The continuing provision or availability of these applications is not guaranteed.

If connectivity to the internet or the Weather.com service is interrupted or if the particular location does not return data, the phone displays a Warning icon.

**Note:**

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

### Procedure

1. Press **Home**.

2. Touch **Weather**.
3. Take one of the following actions:
   - If this is not the first time you are accessing the Weather application, proceed to Step 4.
   - If this is the first time you are accessing the Weather application, use the on-screen keyboard to enter a location or postal code of up to 60 characters in length. Touch **Next** to display a second screen to select a unit of measure. A unit selection default of Metric displays; touch it to change (toggle) the setting to English. Touch **Save**. For information about using the keyboard, see Using the On-screen Keyboard on page 16.

     **Note:**

     If there is more than one possible match for your location, a screen displays a list of up to ten potential locations. Touch a location on the list to select it as your location or touch **Back** to return to the location entry screen without making a selection. If you don't see the location you want, touch **Back** and enter more information, such as a comma followed by a country name.
4. When the phone displays the Weather information for the location you entered:
   - Touch **Location** to change the city or postal code, use the on-screen keyboard to enter the information, and save it using the check mark, or
   - Touch **Refresh** to view updated weather information, or
   - Touch **Back** to return to the Home screen.

# Using the Calculator

### About this task

The Calculator application works like most PC calculators. Using the special calculator keyboard, you can enter up to nine digits, a decimal point,and a minus sign. If you enter more than nine digits, the phone displays an overflow message and triggers a beep. Math equations consider two values — x and y. The calculator considers the first value you enter as x and the next value as y unless the next value is an equal sign. The calculator considers any value that you enter after an equal sign as a new x value. After you perform the required operations, the calculator displays the results.

**Note:**

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

### Procedure

1. Press **Home**.
2. Touch **Calculator**.
3. Use the calculator keyboard on the screen to enter your equation.
4. Press **Home** to return to the **Home** screen.

# Chapter 14: Setting up a Bluetooth® headset

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

If you have problems with your headset or with your deskphone, contact your phone administrator for assistance.

**Note:**

You can use Bluetooth on your 9641 deskphone only if your administrator has enabled the feature for you. If you do not see **Bluetooth Setup** listed under **Settings**, or **Enable Bluetooth** under **Advanced Options**, your administrator has blocked you from using Bluetooth on that phone.

## Pairing a Bluetooth® headset with your phone

### About this task

Before using your wireless headset for the first time, you must pair the headset with your phone. If you obtain a new headset, you must repeat the pairing process.

The 9641G deskphone supports only one wireless headset at a time.

**Note:**

If your Bluetooth headset is not an Avaya brand, read the pairing instructions of the manufacturer. Although your headset package might include instructions for pairing the headset with any telephone, the following procedures are provided for Avaya one—X™ Deskphones.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Touch **Bluetooth Setup**.
4. Perform one of the following actions:
   - If this is not the first time you are pairing a headset, proceed to Step 5.

- If this is the first time you are pairing a headset, touch **Add**. If the correct device type is not highlighted, touch the other device type to select it. Follow the instructions on the screen and touch **Start** to begin the pairing process. Proceed to Step 6.

5. If you have already paired a headset, you can reactivate the headset or pair another supported Bluetooth headset. The device the phone recognizes is listed first with a check mark on the list of available devices. Touch the appropriate headset from the list and then touch **Activate**. Alternately, you can touch **Add** to add another device to the list and pair the device with the phone as described in the previous step.
6. Every headset has a stored Passkey. If your Passkey is not processed, you might be asked to enter a Passkey using the dialpad. Avaya products use 0000 as the Passkey. To obtain the Passkey of non-Avaya headsets, consult the documentation of the manufacturer. Passkey can be up to 16 digits, but most devices use four digits. After entering the Passkey, touch **Enter**.
7. When you hear the confirmation tone, press **Finish**.
   When you have completed pairing the devices, the top line of the phone displays a Bluetooth® logo icon to indicate that the wireless headset is active.

# Operating a Bluetooth® headset

### About this task

The information provided here is generic and might not apply to all wireless headsets, particularly those that are not Avaya branded. If you need specific information, refer to the relevant documents provided with your headset.

**Note:**

Charge the battery of your Bluetooth headset according to the instructions of the manufacturer.

### Procedure

To use the Bluetooth headset, perform the following tasks:

- Press and hold the **Power** button for at least three seconds to turn the headset on or off.
  - The Bluetooth icon on the headset flashes blue when the headset is on.
  - If the battery is low, the Bluetooth icon flashes red. Recharge the battery per the instructions of the manufacturer.
- To answer or end a call, press the **Call Control** button on the headset.

- To place a call, press the headset's **Call Control** button. After you hear the dial tone, start dialing.
- If you are using the phone handset, transfer the call to your headset by pressing the **Call Control** button. To transfer a call from your headset back to the handset, briefly press the **Call Control** button again, or if the handset is still on hook, pick up the handset.

# Index

## A


Activating bridged call logs ..... 27
Activating history ..... 27
Administrative messages ..... 15
about ..... 15
AGC ..... 33
Applications ..... 75, 77, 78
Calculator ..... 78
Weather ..... 77
Web ..... 75
World Clock ..... 75
audio path ..... 25
on-hook ..... 25
Avaya menu ..... 29
restoring default button labels ..... 29
Avaya Web Applications ..... 75
about ..... 75


## B


Back up data files ..... 33
Bluetooth ..... 81
about ..... 81
pairing headset with phone ..... 81
Bluetooth headset ..... 82
operating ..... 82
Bluetooth, ..... 34
bridged call appearance ..... 53
joining ..... 53
Bridged call appearance ..... 53
about ..... 53
Bridged Calls ..... 53
answering ..... 53
Brightness, adjusting ..... 29
Browser, WML ..... 35
button click sounds ..... 30
configuring ..... 30
Button labels ..... 28
personalizing ..... 28
Button labels, restoring to default labels ..... 28


## C


Calculator ..... 78
Call history ..... 45
calling from ..... 45
Call history log ..... 61
about ..... 61
Call recording ..... 52
Call Settings ..... 22, 23
changing dialing setting ..... 23
changing voice dialing language ..... 22
Call Timer ..... 51
enabling and disabling ..... 51
Call Timers ..... 24
displaying ..... 24
Call-Related Features ..... 47
about ..... 47
Calling ..... 46
using a click to dial link ..... 46
calling a person from the contacts list ..... 45
cleaning the screen ..... 17
Clearing a number ..... 44
Click to dial ..... 46
making a call using ..... 46
Clock ..... 75
application ..... 75
conference calls ..... 48, 49
muting a person ..... 49
putting a call on hold ..... 49
setting up ..... 48
Conference calls ..... 48
about ..... 48
Conference Calls ..... 49, 50
adding a person on hold ..... 49
dropping a person ..... 50
contacts ..... 26, 45, 57, 59, 62
adding from call history ..... 62
calling a person ..... 45
deleting ..... 59
editing ..... 57
name display during calls ..... 26
Contacts ..... 55, 56, 58, 59, 65–67
using temporary USB files ..... 67
about ..... 55
adding a new ..... 56
copying to USB flash drive ..... 67
editing favorites ..... 58
editing primary number ..... 59
importing or exporting via USB flash drives ..... 65
merging USB files with ..... 65
searching for ..... 55

selecting ..... 56
Contrast, adjusting ..... 29
Copying contacts list to USB file ..... 67
coverage ..... 50

## D

default button labels, restoring ..... 29
Dialing Options ..... 23
setting ..... 23
directory, calling a person ..... 38
Display ..... 29
adjusting brightness ..... 29
Display, adjusting contrast ..... 29

## E

Edit dialing ..... 23, 44
Emergency call ..... 43
enabling ..... 34
error tones ..... 31
turning off ..... 31

## F

Favorite contacts ..... 58
setting up ..... 58
Feature abbreviations ..... 37
Feature table ..... 37
Features ..... 37
about ..... 37
accessing ..... 37
Flash drives ..... 65
forwarding ..... 51
a call ..... 51
Forwarding calls ..... 50
about ..... 50

## G

Go To Phone Screen on answer ..... 22
setting ..... 22
Go To Phone Screen on Calling ..... 21
setting ..... 21
Go To Phone Screen on ringing ..... 21
setting ..... 21
Guest login ..... 71

## H

Handset ..... 34
audio equalization ..... 34
Handset AGC ..... 33
Headset AGC ..... 33
history ..... 45
calling from ..... 45
History ..... 61–63
clearing all call entries ..... 63
of calls ..... 61
removing a call from ..... 62
viewing call details ..... 61
viewing for calls ..... 61
History, turning off ..... 63
hold ..... 49
conference calls ..... 49
Hold ..... 47
putting a call on hold ..... 47
Home screen ..... 19
about ..... 19
Home screen display when phone is idle ..... 31
setting ..... 31

## I

Icons in deskphone display ..... 10
about ..... 10
incoming calls ..... 48, 50, 51
forwarding ..... 51
sending to coverage ..... 50
transferring ..... 48
Incoming calls ..... 39, 41
answering ..... 41
directing to multiple telephones ..... 39

## K

Keyboard ..... 16
using ..... 16

## L

Language ..... 22
changing voice dialing ..... 22
Large text, Text size ..... 30
legal notices ..... 2
Logging in as a guest ..... 72
Logging in to your deskphone ..... 71
Logging in to your deskphone extension ..... 71
Logging out of your deskphone extension ..... 71
Login as a guest user ..... 71

## M


Memory sticks ..... 65
Messages ..... 15, 69
about ..... 15
receiving ..... 69
muting calls ..... 47


## N


Navigation arrows ..... 10
page control ..... 10
right ..... 10
up & down ..... 10
Navigation Arrows ..... 47
page control ..... 47
right ..... 47
up & down ..... 47
Network information ..... 17
viewing ..... 17


## O


On-hook dialing ..... 23
On-screen keyboard ..... 16
about ..... 16
Options & Settings ..... 20–25, 31, 32, 63
about ..... 20
call history ..... 63
choosing ring pattern ..... 32
configuring visual alerts ..... 25
go to Home screen when idle ..... 31
go to phone screen on answer ..... 22
go to phone screen on calling ..... 21
go to phone screen on ringing ..... 21
phone screen on calling ..... 21
redial settings ..... 24
Setting dialing options ..... 23
setting the Quick Touch panel ..... 32
Options & Settings call history ..... 63
outgoing calls ..... 43, 54
making a call ..... 43
making a call on a bridged line ..... 54
Outgoing calls ..... 44
redialing a number ..... 44
Outgoing Calls ..... 44
edit dialing a number ..... 44


## P


Pairing ..... 81
Bluetooth headset and phone ..... 81
Phone Screen on Calling ..... 21
setting ..... 21
Phone Settings ..... 20
about ..... 20
Pictures ..... 68
from USB files as a screensaver ..... 68
Primary Number ..... 59
changing ..... 59


## Q


Quick Touch panel ..... 32
configuring ..... 32


## R


Redial ..... 44
redial options ..... 24
setting ..... 24
replacing contacts list with an external file ..... 66
Restore data files ..... 33
Ring Pattern ..... 32
choosing ..... 32


## S


screen ..... 17
cleaning ..... 17
Screensaver ..... 68
from USB pictures ..... 68
Scrolling and navigation ..... 10
about ..... 10
SENDALL ..... 50
Speaker ..... 33


## T


Telephone display icons ..... 10
about ..... 10
Telephone stand ..... 15
about ..... 15
Thumb drives ..... 65
Transfer ..... 48


## U


USB files ..... 65, 67, 68
merging with contacts list ..... 65

pictures ..... 68
USB flash drives ..... 65
working with ..... 65

## V

Visual Alerts ..... 25
configuring ..... 25
Voice dialing ..... 22, 23
changing setting ..... 23
changing the language ..... 22
Voice mail, logging in ..... 69

## W

weather ..... 77
Application ..... 77
Weather ..... 77
adding a location ..... 77
updating ..... 77
Wireless headset ..... 18
World Clock ..... 75, 76
adding locations ..... 75
selecting a location ..... 76
viewing location details ..... 76