Using Avaya IP Deskphone H.323 9608, 9608G, and 9611G

Release 6.3.1
16-603593
Issue 8
January 2014

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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.

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.

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Chapter 1: Introduction

Intended audience

This guide is intended for personnel who use the Avaya 9600 Series H.323 Deskphones with the Avaya Aura® Communication Manager in a call center or a corporate environment.

Related resources

Documentation

For more information related to the use of the H.323 9600 IP Deskphones refer the following documents:

Document number	Title	Use this document to:	Audience
Implementing			
16–603603	Installing and maintaining Avaya IP Deskphone H.323 9608, 9608G, 9611G, 9621G, and 9641G	Refer to procedures related to installing and upgrading the deskphone	Administrators
Using			
16–603593	Using Avaya IP Deskphone 9621G and 9641G	Refer to tasks related to using the deskphone.	End users and Administrators
16–603613	Using Avaya IP Deskphone 9608, 9608G 9611G and 9621G in the Call Center	Refer to tasks related to using the deskphone.	End users and Administrators
Administering			

Document number	Title	Use this document to:	Audience
16-300698	Administering Avaya IP Deskphone H.323 9608, 9608G, 9611G, 9621G, and 9641G	Refer to tasks related to carrying out administrative procedures related to deskphone.	Administrators

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging in to the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

Course code	Course title
ACIS-6006	ACIS - Avaya Communication Manager (5.2.1)
APSS-1300	APSS - Avaya Networking

Support

Visit the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Warranty

Avaya provides a one year warranty from the date of purchase of the 9600 Series IP Deskphones.

For more information about the standard warranty language and details regarding support, while under warranty, see http://support.avaya.com/

Chapter 2: Overview

Your deskphone provides many features, including a Phone screen to view and manage your calls, call History, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your Voicemail. You can also attach up to three button modules to your telephone, to expand the available number of call appearances and features; multiple button modules must all be the same type and model.

The letter G in 9608G and 9611G indicates the presence of a Gigabit Ethernet switch that increases data transmission speed.

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.

Physical layout

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

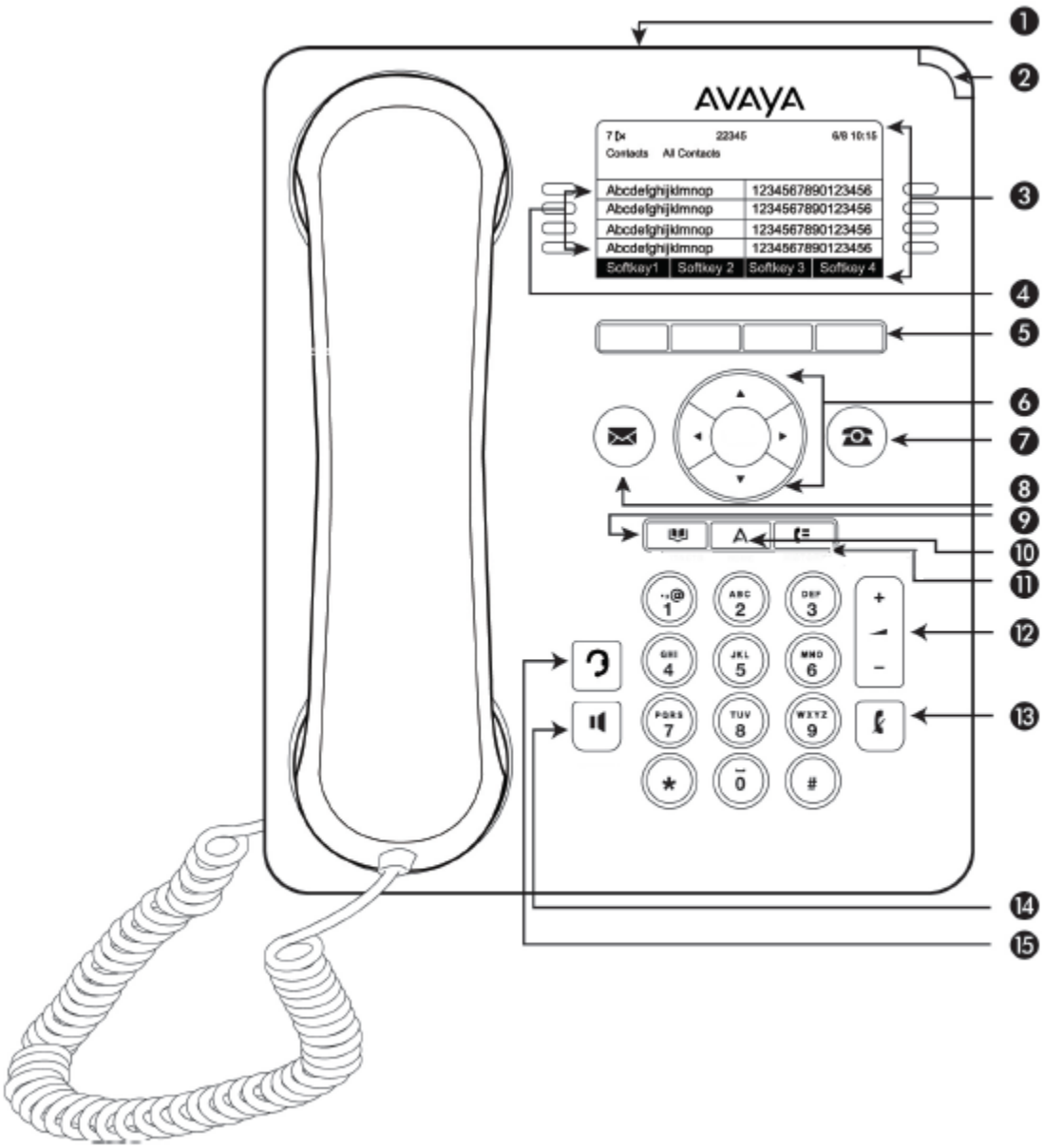


Figure 1: 9608/9608G and 9611G deskphones button layout

Note:

The layout for the 9608 and 9608G deskphones is similar except that the 9608 has labels on the phone and the 9608G does not have labels. The 9608G has LAN Ethernet LED on back side of the phone. The 9611G deskphone has a color display. The 9608 and 9608G models have a black and white display. The 9611G deskphone has a smaller display area than the 9608G deskphone.

The following table provides descriptions of buttons and features of the 9608, 9608G, and 9611G deskphones.

Callout Number	Name	Icon if applicable	Description
1	USB port	N/A	You can use a USB device such as a memory stick, thumb drive, or flash drive to transfer contacts between your phone and an external data source. The USB option is available only if the administrator has configured the feature for your extension. See Importing and Exporting Contacts using USB Devices on page 59 for more information. You can use the USB port 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.Note: The 9608 and 9608G models do 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 you enable Visual Alerting on your phone, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the **phone illuminates the Message** button when you have voice mail.
3	Phone display	N/A	The first line shows status information such as the time and date, primary extension, error indications, 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 Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your administrator administers the system. **Note:** The 9608 and 9608G models do not support Arabic language.
4	Features and call appearanc e lines	N/A	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. For an incoming call, the green LED blinks. While the deskphone is off-hook, both the red and the green LED glow.Lines also indicate if the system

Callout Number	Name	Icon if applicable	Description
			has enabled or disabled a feature in the Feature view.The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.
5	Softkeys	N/A	Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen that the phone displays.
6	OK and navigation arrows	N/A	The **OK** button performs the action of the highlighted option of a menu. Use the right and left navigation arrows to navigate from one screen to another, or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another. However, if you are using the half-width mode, the up and down navigation arrows move one screen at a time, instead of one line at a time.
7	Phone		Press **Phone** to view the Phone screen. During a call, you can gain access to the following options from the Phone screen: • Hold • Conference • Transfer • Drop call
8	Message	N/A	Press **Message** to connect directly to your voice mail system. The deskphone illuminates this button when you have voice mail messages waiting.
9	Contacts		Press **Contacts** to view the entries in your contact list.
10	Home		Press **Home** to gain access to the Avaya Menu to configure options and settings, access the browser and or any applications available to you, log out, or view network information.
11	History		Press **History** to view the history of your outgoing, incoming, and missed calls. The icon on the **History** the deskphone illuminates the button when you have missed calls. The top line shows the **Missed Call** icon and the number of calls that you have missed.

Callout Number	Name	Icon if applicable	Description
12	Volume	+ −	While on an active call, press **+** or **-** on the **Volume** button to adjust the volume of your handset, headset, or speaker. While you are not on an active call, pressing these buttons adjusts the ringer volume.
13	Mute		Press the **Mute** button to mute a call in progress. To take a call off mute, press **Mute** again.
14	Speaker		Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the **Headset** button.
15	Headset		Press the **Headset** button to use the headset if connected. Note: Only HIS headset cords are compatible with your phone.

Navigation tips

The deskphone displays navigation icons on the phone display to indicate that you can scroll to more options or information.Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the title line or to move the cursor right or left when entering text.

About icons

The following table lists the icons used in the 9608 and 9608G IP deskphone.

Icon	Description
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	EC500 is activated.
	Incoming call is alerting.

Icon	Description
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow for additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when there is more information than can display in the application area.
	End of a list; scroll up to see choices.
	The call in progress is muted.
	Pressing - on the **Volume** button continuosly causes the ringer volume to turn off. To reinstate volume, press + on the **Volume** button.
	Your administrator might place this icon on one of your softkeys as an energy-saving measure. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your deskphone turns the backlight on.
	Indicates that your phone is in an “Unnamed Registration” state, caused by not entering an extension or password within 60 seconds after the prompt for entering the extension and password. In this situation, your phone might register with the call server but will show only one call appearance, no features, and will allow only outgoing calls. To change from the unnamed registration state, login with a valid extension and password.

The following table lists the icons used in the 9611G IP deskphone.

Icon	Description
	Microphone is muted.
	Missed call on your phone.

Icon	Description
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	The deskphone has activated the EC500 feature.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when the application area has more information than it can display.
	End of a list; scroll up to see choices.
	Pressing - on the **Volume** button continuously causes the volume to turn off. To reinstate volume, press + on the **Volume** button.
	Your administrator might place this icon on one of your softkeys as an energy-saving measure. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your deskphone turns the backlight on.
	Indicates that your phone is in an “Unnamed Registration” state, caused by not entering an extension or password within 60 seconds after the prompt for the extension and password. In this situation, your phone might register with the call server, but will show only one call appearance, no features, and will allow only outgoing calls. To change from the unnamed registration state, login with a valid extension and password.

Administrative messages

Your administrator can send important messages such as notification of an early office shut down because of bad 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, that also accompanies 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 change between the Speaker, handset, and headset, can stop the transmission of pushed audio conten*on-hook*, and can adjust the volume, as you normally would during a call.

Deskphone stand

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

Viewing network information

Your system administrator might ask you to check the phone or network settings to investigate problems. You can get network information fromthe Home Screen.

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

Use the right and left navigation arrows on the navigation button to view the network related information on the various screens.

Your system administrator will instruct you further on the options related to network information and the settings that the system requires.

Chapter 3: Avaya Menu

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

Note:

The menus and sub-menus that appear depend on how the administrator has configured your extension. Some options or sub-menus may not be available. Contact your System Administrator if you have any questions.

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

Note:

On menus with WML applications, select **Phone Settings** to access the standard telephone Options & Settings menu.

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

Browser contains additional web-based applications. If your administrator did not configure the browser option for your deskphone, your deskphone will not display the browser option.

If your administrator has set up Web applications, this option appears under the Phone Settings menu instead.

VPN Settings option is available only if you are an authorized VPN user and if your deskphone is part of a Virtual Private Network and if you have authorization to view or change associated settings. If you require information on how to set up VPN, see *VPN Setup Guide for 9600 Series IP Telephones Document Number 16–602968.*

About Avaya IP Deskphone provides the release number of your telephone software.

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

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

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

Options & Settings

The **Options & Settings** menu contains the following submenus:

- **Call Settings**
- **Application Settings**
- **Screen & Sound Options**
- **Advanced Options**

The Call Settings menu includes choices for automatically displaying the Phone screen when you get an incoming call, when you place a call, or when you answer a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Application Settings menu includes choices for personalizing button labels, turning call **History** on or off and including bridged calls in your call **History**.

Screen & Sound options includes choices for adjusting your phone's brightness and contrast, ring pattern, language selectiand button cl,icks and tones.

Advanced Options menu includes choices for backing up and restoring your settings, options, and button labels. You can also set AGC (Automatic Gain Control) for your headset, handset, and the speaker audio.

Network Information has a sub-menu with five different viewing options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, and Miscellaneous. Your system administratorm ighy ask you to use this option to check phon settingse or network settings to investigate problem

Call Settings

Setting Go to Phone Screen on Calling

About this task

You can configure the **Go to Phone Screen on Calling** option to **Yes** to automatically display the Phone screen when you make a call.

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Calling**.
7. Press **Change** or **OK** to set the option to Yes or No, depending on the current setting.
8. Press **Save**.

Setting Go to Phone Screen on Ringing

About this task

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

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Press **Change** or **OK** to set the option to **Yes** or **No**.
7. Press **Save**.

Setting Go to Phone Screen on Answer

About this task

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

Procedure

1. Select **Options & Settings** or **Phone Settings**.

2. Press **Select** or **OK**.
3. Select **Call Settings**.
4. Press **Select** or **OK**.
5. Select **Go to Phone Screen on Answer**.
6. Press **Change** or **OK** to set the option to **Yes** or **No**, depending on the current setting.
7. Press **Save**.

Displaying call timers

About this task

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

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Display Call Timers**.
7. Press **Change** or **OK** to change the setting.
8. Press **Save**.

Setting redial options

About this task

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

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Redial**.
3. Press **Change** to select one of the following options:

- One Number: To dial the last dialed number.
- List: To display the last six dialed numbers.

4. Press **Save**.

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. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Visual Alerting**.
7. Press **Change** or **OK** to turn Visual Alerting on or off.
8. Press **Save**.

Setting the audio path

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

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Audio Path**.
7. Press **Change** or **OK** to change the Speaker or Headset setting.

8. Press **Save**.

Note:

Depending on how your administrator has configured your deskphone, you might not have the option to change the audio path as stated above.

Setting contact names to display during calls

You can set your phone to show the contact's name rather than the calling party name for an incoming or answered call, a transferred call, or conference call when a calling or called party number matches a number on your Contacts list.

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Pair Contacts to Calls**.
7. Press **Change** or **OK** to change the setting to On or Off.
8. Press **Save**.

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 (off-hook dialing). Or, you can set "edit dialing" which mimics how you dial a call on a cell phone - you can enter all or part of the number, backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

Note:

Edit dialing may not be available to you, depending on how your system is administered.

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.

3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Edit Dialing**.

   If your telephone does not display this option, your administrator has not made this feature available.
7. Press **Change** or **OK** to change the setting to On (Enabled) or Off (Disabled).

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

Setting Headset Signaling

About this task

You can set your deskphone to ring through your 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. Select from the three settings using the corresponding buttons.
   - None: No ringing tone is sent to the headset. Headset remains on hook till headset switch-hook button is pressed for an incoming call.
   - Switchhook and Alerts: Every 5 seconds the phone plays an alert tone in the headset on an incoming call. Both switch-hook buttons of the headset and the phone work for an incoming call.
   - Switchhook only: The phone does not send the ringing tone to the headset. Headset switchhook button is non functional.
6. Press **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 you can track the calls made to, or from the phone and use the call history to make outgoing calls again.

Procedure

1. Press **Home**.
2. Select **Options and Settings**.
3. Select **Application Settings**.
4. Select **History**.
   The phone sets the option to **Off** by default. Press **Change** to change the setting to **On**.
5. Press **Save** to save the change.

Activating call log for bridged calls

About this task

You can use the call logs to track the calls on the bridged extension. Follow this procedure to activate the call log for bridged calls through the **Settings** menu.

Procedure

1. Press **Home**.
2. Select **Options & Settings**.
3. Select **Application Settings**.
4. Navigate to **Log Bridged Calls**.
   The phones sets the option to **No** by default. Press **Change** to change the setting to **Yes**.
5. Press **Save** to save the change.

Personalizing labels

About this task

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

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 10.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Select **Personalize Labels**.
6. Press **Change** or **OK**.

   The phone displays the labels which you can edit.
7. Select the label you want to edit.

   If the label you want to edit is on the **Features** menu, scroll right to access the **Features** menu, and select the label you want to edit.
8. Press **Edit**.
9. Edit the label.

   Press **More** then **Clear** to clear all text fields and start again.
10. Press **Save** or **OK**.
11. You may revert back to the default button labels by selecting **Home** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels** and pressing **Change** and then **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. Select **Options and Settings**.
3. Select **Application Settings**.
4. Navigate and select **Restore Default Button Labels**.
5. Press **Change**.
6. Press **Default**.

Screen & Sound Options

Adjusting the brightness or contrast of the display

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Brightness** or **Contrast**.

   Note:

   Contrast adjustment applies only to the 9608 IP deskphone and button modules attached to a deskphone with a colour display screen.
7. Press **Change** or **OK**.
8. Select **Phone** or an attached button module.
9. Scroll to the right or left to adjust the brightness or contrast.

10. Press **Save** or **OK**.

Turning button click sounds on and off

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Button Clicks**.
7. Press **Change** or **OK** to turn sounds on or off.
8. Press **Save**.

Turning error tones on or off

Your telephone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Error Tones**.
7. Press **Change** or **OK** to turn error tones on or off.
8. Press **Save**.

Turning large text on or off

About this task

Use this procedure to increase the font size that the deskphone displays.

Note:

This feature is applicable only for the English language.

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Text Size**.

   Note:

   The Text Size option is available only if the administrator has configured the feature through the settings file.
7. Press **Change** or **OK** to change the text size.

   If you set the screen width to **Half**, the **Text size** option would not be available. In this case, if you prefer a split screen, you must turn off large text.
8. Press **Save**.

Setting the phone screen width

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Phone Screen Width**.
7. Press **Change** or **OK** to change the screen width. You can change the screen width from full mode where each call appearance or feature occupies the entire width of a line to half mode, where each call appearance or feature occupies half the width

of a line. By changing the screen size, the screen effectively splits in half or turned from half to full.

8. Press **Save**.

Changing the ring pattern

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Select **Screen & Sound Options**.
4. Press **Select** or **OK**.
5. Scroll to **Personalized Ringing** and press **Change**.
   Two ring tone categories are available — Classic or Rich. Each category contains eight distinctive ring patterns.The ring tone currently selected displays on the status line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The phone displays the Rich category ring tones by default. The softkey **Classic** indicates the other ring tone category, to allow you to switch between categories.
6. Select a displayed ring pattern, or press the alternate ring tone category softkey that the phones labels as **Rich** or **Classic** to select from the eight ring patterns.

   Tip:

   Use the **Rich/Classic** softkey to toggle between the two sets of patterns.
7. If necessary, scroll through the patterns and select one. The phone plays the ring tones once through the speaker as you scroll through the list. Press **OK** to listen to selected ring tone again.
8. Press **Save** to make save your selection.

Changing the display language

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.

5. Press **Select** or **OK**.
6. Select **Language**.

   Note:

   The language option is available only if the administrator has enabled the option for your phone.
7. Select a display language.
8. Press **Select** or **OK**.
9. Press **Yes** to confirm the selected language.

Advanced options

Backing up and restoring your data files

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

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Advanced Options**.
5. Press **Select** or **OK**.
6. Select **Backup/Restore**.
7. Ensure that the **Manual Backup** line is selected, then press **Backup** 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. When the backup is complete , it will show message “Backup successful” or “Failed” depending on the bruri parameter values in the settings file.

8. To restore your data from a backup file, be sure the **Manual Restore** line is selected, then press **Restore**.

   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. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Advanced Options**.
5. Press **Select** or **OK**.
6. Select **Automatic Gain Control**.
7. Press **Select** or **OK**.
8. To change the AGC status setting, scroll through the options for handset, headset, or speaker and press **Change** or **OK** .
9. Press **Save**.

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. Select **Options & Settings**.
3. Select **Advanced Options**.

4. Navigate to **Handset Equalization**.
5. Press **Change**.
6. Select the setting which you want to change by pressing the button against the setting. *Default* setting delivers standard audio performance unless otherwise modified by your administrator. *Audio Opt.* delivers standard audio performance, regardless of what your administrator has chosen. *HAC Opt.* setting delivers “Hearing Aid Compatibility” performance.
7. Press **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.

Access the browser through **Avaya Menu**. If you do not see the **Browser** option on **Avaya Menu**, Web applications are not available for your deskphone.

Note:

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

Accessing your browser

Procedure

Press **Browser** or **OK**.

Chapter 4: 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 Speed Dial buttons and 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 features available depend on what your administrator has assigned to your phone.

Accessing the Features menu

Procedure

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

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

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

2. Scroll down to see the features that have been administered for your extension.

   The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.

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 SD
Automatic Intercom	Auto Icom or AI

Feature Name	Abbreviation
Automatic Callback	Auto Callback, AutoCB
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. Press **OK** or enter the next letter.
5. Select **Make Call** when you see the name you want.
6. Press **OK** to dial the call.

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. Select **EC 500**.
3. Press **OK** to turn simultaneous ringing on or 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.

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 5: 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. If you do not have the Go to Phone on Ringing option enabled, you must press **Phone** to choose a line or view call options.

Note:

If your telephone is administered with non-typical settings, you may experience call handling differences from the steps described here. Also, note that the phone will auto-scroll in certain instances to present you with significant incoming calls.

Procedure

Answer an incoming call in one of the following ways:

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

Chapter 6: 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 a line button for an available line.
2. Dial the number you want to call.

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. Press the **Emerg.** softkey.
2. To end the emergency call, press the **Drop** softkey or press the **Speaker** button.

Clearing a number

Procedure

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

Redialing a number

Procedure

1. From the Phone screen, press **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 20 .

2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.

   Your system administrator can disable Redial functionality.

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 22.

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, press **Bksp** to erase the previous character, one character at a time. To remove the entire number, press **Clear**.

3. Press **Call** or **OK**.

Calling a person from the contacts list

About this task

You can call any contact that is listed in your contacts list.You can find a name by scrolling to it or by using the search box. Use the dialpad keys to enter the first few letters of the name, and the screen will scroll to the first match in your list.

Procedure

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

   To call a non-primary number, select the person, press **Details**, then select the desired number.
3. 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.
4. Press **Call** or **OK**.

Calling a person from the call history

Procedure

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

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

Making a call using a *Click to dial* link

Procedure

1. Select the line with the link for the person or number you want to call.
2. Press the line button corresponding to the line with the link or press **OK**.

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

Chapter 7: 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 press the appropriate softkey while on a call.

Putting a call on hold

Procedure

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

   Note:

   The phone might display a hold timer when you put a call on hold.For more information, see Configuring call timers on page 20.
4. Press **Resume** or the line button of the held call to retrieve the call.

Muting a call

About this task

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

Procedure

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

Note:

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

Transferring a call

Procedure

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

Using the conference feature

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.

Related topics:

Setting up a conference call on page 45
Adding a person on hold to a conference call on page 45
Putting a conference call on hold on page 45
Muting a person on a conference call on page 46
Dropping the last participant from a conference call on page 46
Dropping a person from a conference call on page 46

Setting up a conference call

Procedure

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

Adding a person on hold to a conference call

Procedure

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

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

1. Press **Hold** during a conference call.
2. Press **Resume** or **OK** to resume the 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** softkey when you choose a person, you cannot mute that person.

Procedure

1. From the Phone screen, select the line of the person you want to mute during a conference call.
2. Press **Details**.
3. Press **Silence**.
4. Press **Silence** again to take the person off mute.

Dropping the last participant from a conference call

About this task

Note:

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

Procedure

1. From the Phone screen, select your active call.
2. Press **Drop** once the conference is up.
   The telephone drops the last added person from the conference.

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. Press **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

About forwarding calls

You can forward your incoming calls to another number or to voice mail. 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.

Related topics:

Forwarding calls on page 47
Send All Calls on page 48

Forwarding calls

About this task

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select the forwarding feature you want to activate.
3. Press **Select** or **OK** to turn the call forwarding feature on.
   When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.
4. Enter the number to which you want to forward your calls as the destination.
   After you enter the forwarding number, you hear a confirmation tone and the associated LED lights.
5. Press **Select** or **OK** to turn the call forwarding feature off if it is already on.

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. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

Pressing **Send All** turns Send All Calls on. If it is already on, pressing **Send All** turns it off.

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

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select **Send All Calls**.
3. Press **Select** or **OK** to turn **Send All Calls** on or off.

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.

Chapter 8: 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. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

Procedure

1. Select 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. Press **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.
2. Press **Bridge**.

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. Select the bridged line you want to use.
2. Press **OK** to get a dial tone.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.

Independent alerting for each Bridged Call Appearance

You can use the Independent alerting for each Bridged Call Appearance feature if your system administrator has enabled the feature for your extension.

The four options available are the following:

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

Chapter 9: 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 59 for information.

Note:

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

Searching for a contact

You can search for any name as described here, or you can jump to a certain group of letters in your Contacts list by pressing the associated dial pad button. For example, if you press 3, the Contacts list might display entries starting with D, E, F or 3 depending on how you set up your contacts and how many times you press 3 in succession.

Procedure

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.

   Keep in mind that a Contacts search is case-sensitive and 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. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

Viewing a contact's details

Procedure

1. Press **Contacts**.
2. Select the contact you want to view.

3. Press **Details** to see the information available for that contact.

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

4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

Adding a new contact

About this task

You can add up to three numbers for a contact.

Procedure

1. Press **Contacts**.
2. Press **New** if this is your first contact list entry, or press **More** then **New** if you already have entries in your contact list.
3. Enter the name using the dialpad.
   - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   - If the characters are on the same key, pause before entering the next character.
   - To enter a space, press **0**.
   - Enter remaining letters or numbers.
   - To delete the last character, press the **Bksp** softkey.

   Note:

   If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.
4. Select the next field.
5. Enter the number.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. Press **More** >**Primary** if applicable.

The primary number is the one that will always display without having to go into contact details.

9. If you have another number for this contact, select the next field and repeat from step 5.

   You can add up to two additional numbers for this contact, but you can designate only one number as primary.

10. Press **Save** or **OK**.

Editing a contact

Procedure

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

Deleting a contact

Procedure

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More** > **Delete**.
4. Press **Delete** to confirm or **Cancel** to cancel.

Chapter 10: 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 41.

Viewing the call history

Procedure

1. Press **History**.

   You can go to the top of the list by pressing **History** again.
2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.

   Note:

   Depending on how your system is administered, a Missed Call counter might appear next to a missed call showing the number of missed calls you have from that person.

   Note:

   When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with their call information. See About icons on page 13 for a description of the icons.
3. Scroll up or down to view the entries on the list.

Viewing call history details

Procedure

1. Press **History**.
2. Select the number you want to view.
3. Press **Details**.

   If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number. To log/not log bridged calls, see Turning off call history on page 57
4. To return to the list view, press **Back** .

Adding an entry from the call history to your contacts list

Procedure

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

Removing an entry from call history

Procedure

1. Press **History**.
2. Select the number you want to delete.
3. Press **More**, and then press **Delete**.

4. Press **Yes** to confirm the deletion.

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, pressing **Clear All** deletes all calls.

Procedure

1. Press **History**.
2. Press **Clear All** or **OK**.
3. Press **Clear All** or **OK** to confirm.

Turning off call history

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

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select the type of call history logging you want to turn off.
   To turn off logging your calls, select **History**. To turn logging of bridged lines on or off, select **Log Bridged Calls**.
7. Press **Change** or **OK** to turn call history logging on or off.
8. Press **Save**.

Chapter 11: 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.

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.

Note:

If your administrator has made a special application available that allows you to log in to your phone via a USB device, and you log in that way, the only Contacts you can see are those on the USB device itself.

Procedure

1. Plug the USB device into the jack near the center top edge of your phone.
2. Press **Select** or **OK** 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. Press **Save** or **OK** to write the merged Contacts list back to the USB device and return to the list of contacts/USB actions or press **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. Scroll down to **Replace phone contacts with file**.
3. Press **Select** or **OK**.
4. 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.

5. Press **Save** or **OK** 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. Scroll down to **Write file with phone contacts**.
3. Press **Select** or **OK**.
4. If your USB device currently has a contacts file, press **Save** or **OK** to confirm that you want to overwrite that file with the telephone's contact list.

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 9600 Series 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. Scroll down to **Use contacts file while present**.
3. Press **Select** or **OK**.
4. Press **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.

Each picture displays for 5 seconds unless you specify a different value (from 5 seconds to 999 seconds). The maximum allowable height and width for each picture on a 9611G IP deskphone is 320 x 240 pixels.

A picture file must be in JPEG (.jpg or .jpeg) format. Your administrator can help you set up this feature. Your administrator can also disable this feature, in which case the **My Pictures** option will not appear on the Avaya Menu.

In addition to the features described in the Using USB Flash Drives with your phone on page 59 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. On the phone, press the **Home** button.
3. Select **My Pictures** to immediately begin displaying the pictures from your USB picture directory on the phone and then whenever the screen display “times out” after the administered idle period.

Note:

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

Chapter 12: 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 13: 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 59 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. Press **Enter** or **OK**.
3. Enter your password.

4. If your system is set up to allow visiting user privileges the deskphone prompts for Login Mode. Use the right or left navigation arrow to indicate whether you are a visiting user of this phone (Visiting User) or not (Default).
5. Press **Enter** or **OK**.

Logging in as a guest user

About this task

Log in to another 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. Select **Guest Login**.
3. Enter your extension number.
4. Enter your password.
5. Press **Enter** or **OK**.
6. Scroll left or right to select the expected amount of time (1 to 12 hours) you will use this phone. You can log out as a guest at any time despite the duration you select.
7. Press **Enter** or **OK**.

Logging out of your deskphone extension

Procedure

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

3. Press **Log Out** or **OK**.
4. Press **Log Out** to confirm.

   If you logged in to this phone as a guest user, the deskphone's original settings are restored upon logout.

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