



Using Avaya 9621G/9641G/9641GS IP Deskphones SIP

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Note

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

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Australia Statements

Handset Magnets Statement:



Danger:

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

Japan Statements

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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Denan Power Cord Statement



Danger:

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury.



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México Statement

The operation of this equipment is subject to the following two conditions:

1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Brazil Statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

Power over Ethernet (PoE) Statement

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

Taiwan Low Power Radio Waves Radiated Devices Statement

802.11b/802.11g/BT:

Article 12 — Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power or alter original characteristic as well as performance to an approved low power radio-frequency devices.

Article 14 — The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Act. The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

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U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating to conjunction with any other antenna or transmitter.

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 interferences that may cause undesired operation.

When using IEEE 802.11a wireless LAN, this product is restricted to indoor use, due to its operation in the 5.15 to 5.25GHz frequency range. The FCC requires this product to be used indoors for the frequency range of 5.15 to 5.25GHz to reduce the potential for harmful interference to co channel mobile satellite systems. High-power radar is allocated as the primary user of the 5.25 to 5.35GHz and 5.65 to 5.85GHz bands. These radar stations can cause interference with and/or damage to this device.

Class B Part 15 Statement

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

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 designated to provide reasonable protection against harmful interferences 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 interferences 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 or more 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.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment . This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

EU Countries

This device when installed complies with the essential requirements and other relevant provisions of the EMC Directive 2014/30/EU, Safety LV Directive 2014/35/EU, and Radio Equipment Directive 2014/53/EU. A copy of the Declaration may be obtained from <https://support.avaya.com> or Avaya Inc., 2605 Meridian Parkway Suite 200. Durham, NC 27713 USA.

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Contents

Chapter 1: Introduction	11
Purpose.....	11
Change history.....	11
Chapter 2: Setting up 9621G and 9641/9641GS SIP deskphones	12
Introduction to 9621G and 9641G/9641GS SIP deskphones.....	12
Physical layout for 9600 IP Phones.....	13
Connection jacks for 9600 Series IP Deskphones	15
Adjustable stand and display screen.....	16
Chapter 3: Getting started	17
Logging in to your phone.....	17
Locking and unlocking your phone.....	17
Logging out of your deskphone.....	18
Locking and logging in to and logging out of your deskphone.....	18
Chapter 4: Navigation	19
Scrolling and navigation.....	19
Icons.....	19
Using the on-screen keyboard.....	27
Network information.....	28
Cleaning the screen.....	28
Chapter 5: Handling incoming calls	30
Answering a call.....	30
Answering an incoming precedence call.....	31
Answering a call for a call pickup group member.....	31
Answering an active call on a monitored extension.....	31
Answering a call on a bridged line.....	32
Joining a call on a bridged line.....	32
Picking up a call to another extension.....	32
Picking up a call to another call pickup group.....	33
Interrupting a call with a whisper page.....	33
Ignoring an incoming call.....	33
Chapter 6: Handling outgoing calls	34
Making a call.....	34
Making an emergency call.....	34
Redialing a number.....	35
Speed dialing a person.....	35
Autodialing a pre-assigned number.....	35
Making a call using edit dialing.....	36
Calling a person from the Contacts list.....	36
Making a call using URI dialing.....	36

Calling a person from the call history.....	37
Dialing an E.164 number.....	37
Clearing a number.....	37
Chapter 7: Call related features.....	38
Standard call related features.....	38
Muting a call.....	38
Configuring mute alert.....	39
Putting a call on hold.....	39
Making an unattended transfer.....	40
Making an attended transfer.....	41
Setting up enhanced call pickup alerting	41
Using the conference feature.....	42
Call forwarding	44
Initiating a group page.....	47
Using bridged call appearances.....	47
Answering a call on a bridged line.....	47
Joining a call on a bridged line.....	48
Making an outgoing call on a bridged line.....	48
Excluding others from bridging on to your call.....	48
Independent alerting for each bridged call appearance.....	49
Chapter 8: Using the contacts feature.....	50
Searching for a contact.....	50
Extended searching.....	50
Viewing contact details.....	51
Adding a new contact.....	52
Editing a contact.....	53
Changing the primary contact number.....	53
Deleting a contact.....	54
Assigning specific ring tone to a contact.....	54
Accessing Exchange contacts.....	55
LDAP Directory.....	56
Searching LDAP contacts.....	56
Setting LDAP Directory as the contact search source.....	57
Chapter 9: Call History.....	58
Viewing the call history.....	58
Viewing call history details.....	59
Adding an entry from the call history to your contacts list.....	59
Removing an entry from call history.....	59
Clearing all call history entries.....	60
Turning off call history.....	60
Chapter 10: Presence.....	61
Viewing contact presence status.....	61
Changing the presence status.....	62

Enabling SAC when DND is active.....	62
Enabling Away Timer.....	63
Chapter 11: Using the Calendar.....	64
Calendar appointment reminders.....	64
Reviewing your appointments.....	64
Chapter 12: The home screen.....	66
Settings.....	66
Displaying the Phone screen on dialing.....	67
Displaying the Phone screen on receiving a call.....	67
Displaying call timers.....	68
Setting redial options.....	68
Configuring visual alerts.....	68
Setting the audio path.....	69
Setting dialing options.....	69
Toggling name and number.....	69
Setting up speed dialing.....	70
Setting up favorites.....	70
Personalizing labels.....	70
Adjusting the brightness or contrast of the display.....	71
Setting the Return to Home Screen option.....	71
Setting the text size.....	72
Setting a ring tone for your phone.....	72
Setting a ring tone for incoming forwarded calls.....	72
Setting a ring tone for Team Button.....	73
Setting an alert for a call pickup group.....	73
Setting a ring tone for a call pickup group.....	74
Changing the background logo.....	74
Turning button click sounds on and off.....	74
Turning error tones on or off.....	74
Turning Continuous Scrolling on or off.....	75
Setting key repeat delay.....	75
Enabling wireless headset bidirectional signaling.....	75
Activating mute alerting.....	76
Setting the Quick Touch panel.....	76
Changing the display language.....	77
Setting the time format.....	77
Setting headset profile.....	77
Turning automatic gain control on or off.....	78
Configuring Hearing Aid Compatibility.....	78
Integrating other applications with your phone.....	78
Entering Microsoft® Exchange credentials for OAuth authentication.....	79
Enabling Bluetooth.....	80
Setting up a Bluetooth® enabled headset.....	80

Pairing a Bluetooth® enabled headset with your phone.....	81
Browser.....	81
Using the WML browser.....	81
Chapter 13: Managing features.....	83
Features	83
Feature table.....	83
Using the Features menu.....	85
Hunt Group Busy.....	85
Using Hunt Group Busy.....	86
Activating EC500 for simultaneous ringing on multiple phones.....	86
Extending a call to your cell phone (EC500).....	86
Visual alert for an encrypted call.....	87
Activating the LNCC feature.....	87
Deactivating the LNCC feature.....	88
Interrupting a call with a whisper page.....	88
Making a priority call.....	89
Tracing a malicious call.....	89
Busy Indicator.....	90
Busy Indicator icons and LED indication.....	90
Busy Indicator call operations.....	90
Call Transfer to a monitored user.....	91
Calling someone in your intercom group.....	92
Answering a call for a call pickup group member.....	92
Picking up a call to another call pickup group.....	93
Picking up a call to another extension.....	93
Handling calls and conferences using Multiple Device Access.....	93
Unparking a call.....	94
Parking a call.....	94
Displaying your extension on outgoing calls.....	94
Blocking your extension from displaying during calls.....	95
Making an auto intercom call.....	95
Setting up automatic call back.....	96
Assigning labels to auto-dial numbers.....	96
SLA Mon™	96
Long-term acoustic exposure protection.....	97
Configuring Long term acoustic exposure protection.....	97
No Hold Conference.....	98
Adding a participant to no hold conference.....	98
Monitoring other extensions at a glance.....	99
About Hotline.....	99
Sending an active call to voicemail.....	100
Configuring Hearing Aid Compatibility.....	100
Team Button.....	100

Contents

Answering an active call on a monitored extension..... 101
Speed dialing to a monitored extension..... 101
Transferring a call to a monitored phone..... 101
Assigning ring tone to a monitored station..... 102
Chapter 14: Troubleshooting..... 103
 Limited access during failover..... 103
Chapter 15: Resources..... 105
 Documentation..... 105
 Finding documents on the Avaya Support website..... 107
 Viewing Avaya Mentor videos..... 107
 Support..... 108

Chapter 1: Introduction

Purpose

This document describes how to use 9600 Series IP Deskphones features.

This document is intended for people who want to learn how to use 9600 Series IP Deskphones features.

Change history

Date	Summary of changes
01-08-2022	Updates added for bug fixes.
22-02-2022	Updates added for SIP 7.1.15 release.
01-09-2021	Restructuring the guide for SIP 7.1.14 release up-issue.
06-07-2021	Updates added for SIP 7.1.14 release.
13-04-2021	Updates added for SIP 7.1.13 release.
5-10-2020	Updates added for SIP 7.1.11 release.
30-6-2020	Updates added for SIP 7.1.10 release.
06-03-2017	New chapter titles and component maps added for aligning with the latest CE template. Updates added for SIP 7.1 release.
18-03-2016	Updates for SIP 7.0.1 release.
12-08-2015	Updates for SIP 7.0 release.
22-05-2014	Updates for SIP 6.4 release.
06-10-2013	Updates for SIP 6.3 release.
14-06-2013	Updates for SIP 6.3.2 release.

Chapter 2: Setting up 9621G and 9641/9641GS SIP deskphones

Introduction to 9621G and 9641G/9641GS SIP deskphones

Your deskphone provides many features that include:

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

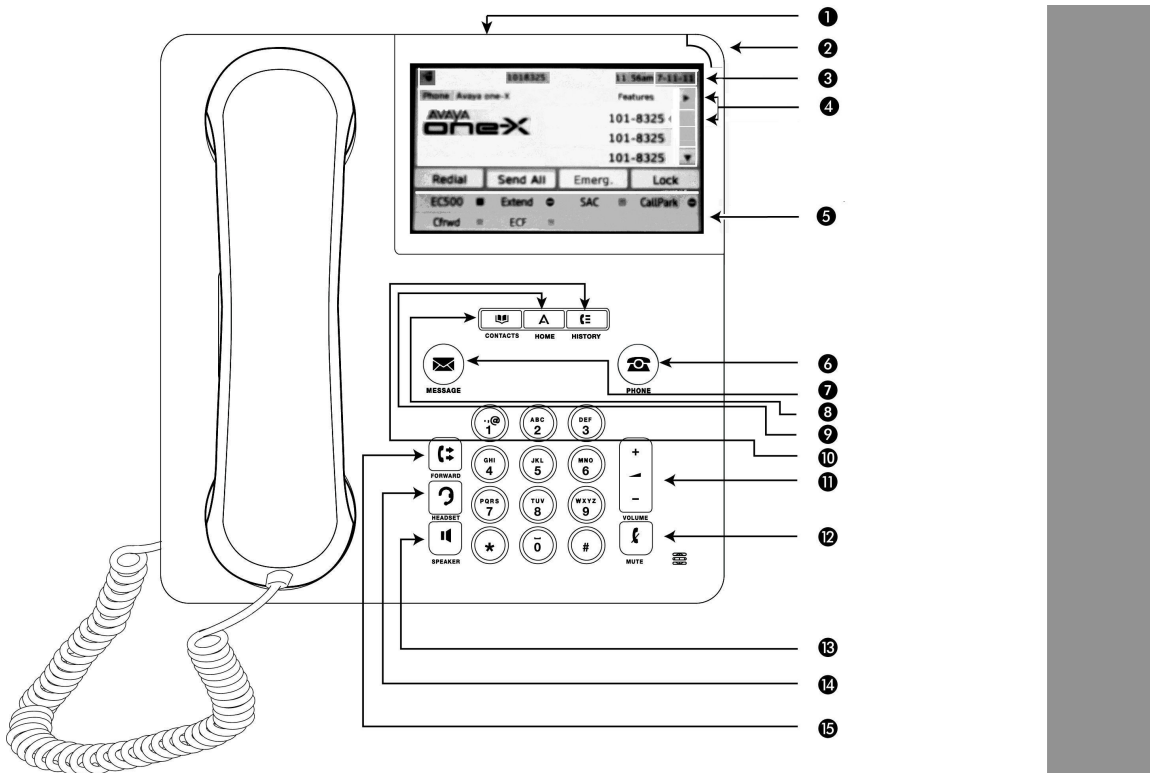
You can also attach up to three button modules to your deskphone to expand the available number of call appearances and features. Multiple button modules must all be the same type and same model. The 9621G model does not provide a port for button module attachment.

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

The 9621G, 9641G, and 9641GS deskphones provide a color LCD display. 9621G deskphones have a smaller display area than 9641G deskphones, and do not have a USB interface. 9641GS deskphones have a 5.0 inch capacitive TFT screen as compared to the 4.7 inch resistive TFT screen on the 9641G. Thus, the 9641GS provides a higher touch sensitivity, and a brighter and sharper look. The 9641GS deskphones provide the Ethernet link and activity LED for the network port, located on the back panel of the phone. Unless specifically stated in this guide, the three models are essentially the same in terms of features and functionality.

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

Physical layout for 9600 IP Phones



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

Callout Number	Name	Icon if applicable	Description
1	USB port	N/A	The 9621G does not have a USB port.
2	Message waiting indicator	N/A	An illuminated red light in the upper-right corner of your deskphone indicates that you have a voice mail. If you enabled Visual Alerting on your phone, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the deskphone lights the Message button when you have voice mail.

Table continues...












Callout Number	Name	Icon if applicable	Description
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 other screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your administrator administers the system. The number of lines available on touchscreen deskphones depend on how your administrator administers the Quick Touch Panel (QTP). For more information, see Setting the Quick Touch panel on page 76. Touch the line to start or answer a call. The last display line shows the QTP that displays the options that your administrator has administered for the extension such as EC500, Call Forwarding, or Extended Call Forwarding.
4	Features and call appearance lines	N/A	On touchscreen deskphones, call-related icons on the lines show the lines that are in use or available for calls. Touch the line that you want to use. Lines also indicate if the system or system number has enabled or disabled a feature in the Feature or System Numbers view.  Note: For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.
5	Quick Touch Panel (QTP)	N/A	The QTP displays the options that your administrator administers for the extension such as EC500, Call Forwarding, or Extended Call Forwarding.
6	Phone		The Phone button displays the Phone screen when you press the button. During a call, you can gain access to the following options from the Phone screen: <ul style="list-style-type: none"> • Hold • Conference • Transfer • Drop call

Table continues...

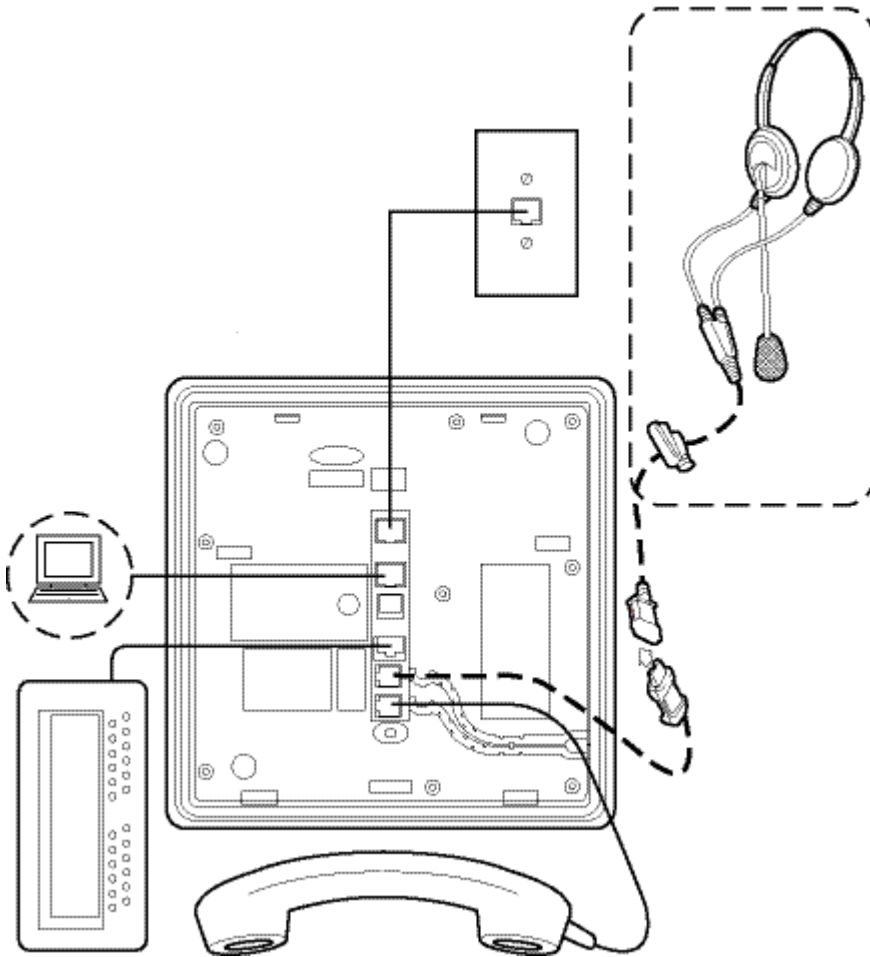
Callout Number	Name	Icon if applicable	Description
7	Message		When you press Message , you are connected directly to your voice mail system. The deskphone lights this button when you have voice mail messages waiting. To listen to your voice mail messages, ensure that the system administrator configures the voice mail for your extension.
8	Contacts		When you press Contacts , the Phone screen displays the entries in your contact list.
9	Home		When you press Home , you gain access to the Home screen to configure options and settings, access the browser or any applications available.
10	History		When you press History , the Phone screen displays the history of your outgoing, incoming, and missed calls. The icon on the History the deskphone lights the button when you have missed calls. The top line shows the Missed Call icon and the number of calls that you have missed.
11	Volume		If you press + or - on the Volume button on an active call, the phone increases or decreases the volume of your handset, headset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.
12	Mute		Press the Mute button to mute a call in progress. To take a call off mute, press Mute again.
13	Speaker		Press the Speaker button to use the speakerphone. To take a call off speakerphone, lift the handset or press the Headset button.
14	Headset		Press the Headset button to use the headset if connected.
	Forward		Press Forward to display the Forwarding menu.

Connection jacks for 9600 Series IP Deskphones

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

 **Note:**

9621G does not support a button module.



Adjustable stand and display screen

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

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

Chapter 3: Getting started

Logging in to your phone

About this task

Perform this task to log in to your phone.

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

Procedure

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

Locking and unlocking your phone

About this task

Locking your phone when it is idle prevents it from being used to make a call, with the exception of an emergency call. When locked, a padlock symbol displays and the only actions you can take are to receive calls, make an emergency call, or unlock the phone. Locking your phone does not log it out; you are still logged in but must enter your login password when you unlock the phone. If you press a button that is not allowed on a locked phone, an error is displayed with a beep.

Note:

The phone cannot be locked while on an active call.

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

Procedure

1. Tap **Lock** on the phone screen.

2. To unlock your phone, tap **Unlock** and enter the password you use for phone login.

Logging out of your deskphone

Procedure

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

Locking and logging in to and logging out of your deskphone

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

 **Note:**

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

Chapter 4: Navigation

Scrolling and navigation

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

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

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

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

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

Related links

[Icons](#) on page 19

[Using the on-screen keyboard](#) on page 27

[Network information](#) on page 28

[Cleaning the screen](#) on page 28

Icons

Icons indicate the state of a call, navigation choices, call history types, contact telephone types, feature status, Home screen applications, and options. Depending on their purpose, some icons appear on the top line, for example, to notify you that a headset is active or that you have missed calls in the Call History. Other icons display on call appearance lines to show call states or feature status. Icons also appear on application screens like the Contacts list and call History.

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

Related links

[Scrolling and navigation](#) on page 19

[Home screen icons](#) on page 20

[Contact and call history icons](#) on page 22

[Feature-related icons](#) on page 24

[Presence icons](#) on page 25

[Call-related icons](#) on page 26

Home screen icons

Home screen icons are touch-based. Using these icons, you can initiate actions like changing telephone settings, gaining access to the Favorite numbers to add or change the numbers, or cleaning the display screen. Your administrator might make other, optional Home screen icons available to you that do not appear in these tables. The Home screen also displays a horizontal green bar on top of the SAC softkey indicating that the Send All Call (SAC) feature is on. Your system administrator can provide information about optional applications.

























Icon	Description
	Designates the general phone number for a favorite Contact. For more information, see Setting up favorites on page 70 .
	Designates the home phone number for a favorite Contact. For more information, see Setting up favorites on page 70.
	Designates the work phone number for a favorite Contact. For more information, see Setting up favorites on page 70 .
	Designates the mobile phone number for a favorite Contact. For more information, see Setting up favorites on page 70.
	Tap to gain access to the WML Browser application.
	Tap to gain access to the Settings menu.
	See more Home screen icons.
	See previous page of Home screen icons.
	Tap to gain access to the Main Menu Clean Screen option.
	Indicates an energy-saving measure. When you tap this icon, the display backlight turns off. When the backlight is off, any activity on your deskphone turns the backlight on.
	Tap to gain access to the Main Menu Log out option.
	Tap to gain access to the Main Menu Network info options.
	Tap to gain access to the Screen & Sounds Options menu from the Options & Settings menu.
	Tap to gain access to the Call Settings menu from the Options & Settings menu.
	Tap to gain access to the Application Settings menu from the Options & Settings menu.

Table continues...

Icon	Description
	Tap to gain access to the Language & Region menu from the Options & Settings menu.
	Tap to gain access to the Advanced Settings menu from the Options & Settings menu.
	Tap to gain access to the Speed Dial assignment menu from the Options & Settings menu.
	Tap to gain access to the Favorites assignment menu from the Options & Settings menu. This feature is designated a favorite. For more information, see Setting up favorites on page 70.
	Indicates that Bluetooth® is enabled, but no device is currently connected.
	Indicates that the phone is paired with and able to communicate with a Bluetooth® enabled headset.
	Indicates that the SLA Mon™ agent has taken control of the deskphone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates the information about Avaya.

Depending on your requirements, your administrator might configure optional Home screen icons. Here are a few example icons:

























Icon	Name
	Alarm clock
	Business data
	Calendar
	Communications
	Room control
	Directory
	Documents
	Emergency
	Food

Table continues...

Icon	Name
	Information
	Front desk
	Help
	Security desk
	User information
	Inventory
	Map
	Messages
	Network
	Security camera
	Tickets
	Valet
	Video
	Slideshow
	Room service















Related links

[Icons](#) on page 19

Contact and call history icons

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

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

Icon	Description
	Details button. Touch to display more information about a line item or to access related information screens.
	Call History — all calls.
	Call History Missed call.
	Call History Outgoing call.
	Call History Answered call.
	Contact — Home telephone number.
	Contact — Mobile Telephone number.
	Contact — Work telephone number.
	Contact — Delete individual numbers for a contact.
	Contact — Favorite.
	Presence icon indicating a Contact whose presence you want to track. Touch this icon to indicate you want to set up presence tracking on the Contact detail screen and enter a phone number or URI/URL to be tracked for this Contact.
	Indicates call history of bridged calls is activated.
	Indicates call history of bridged calls is deactivated.
	Indicates that the Microsoft® Exchange is integrated with your deskphone.











IM Icons	Description
	IM active icon.
	IM away icon.
	IM busy icon.
	IM inactive icon.
	IM answered icon.
	IM missed icon.

Table continues...

IM Icons	Description
	IM outgoing icon.
	IM on the status line.
	IM selected on the status line.
	IM missed on the top line.

Related links

[Icons](#) on page 19

Feature-related icons

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

















Icon	Description
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover on page 103 for information.
	Send All Calls feature is activated.
	Feature is activated.
	Feature is off (not activated).
	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates that the user enabled the LNCC feature. User can control the number of concurrent incoming calls by using the Limit Number of Concurrent Calls (LNCC) feature that changes the Multiple Call Appearance deskphone to a Single Call Appearance deskphone. If the user receives an incoming call when the LNCC feature is active and the user is already on a call, the caller gets the busy tone.
	Indicates the Team idle state on idle line.
	Indicates the deskphone is locked.

Table continues...








Icon	Description
	Indicates the Team idle and forward state on an idle line.
	Indicates the Team single incoming call in on idle line.
	Indicates the Team multiple incoming calls in on idle line.
	Indicates the Team busy state on a busy line.
	Indicates the Team busy and forward state on a busy line.
	Indicates the Team busy and single incoming call state on a busy line.
	Indicates the Team busy and multiple incoming calls state on a busy line.

Related links

[Icons](#) on page 19

Presence icons

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

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

The deskphone displays presence icons only when you set up the option of tracking presence of a contact. You can set up the option while adding or editing the contact details. The deskphone also displays the presence icons on the Home Screen as per the status of the contact.

*** Note:**

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

Related links

[Icons](#) on page 19

Call-related icons

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

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
















Icon	Description
	Incoming call is ringing.
	This call appearance line is not currently in use.
	Call is active.
	You placed this call on hold.
	Your calls are being forwarded.
	A bridged call appearance is in use.
	EC500 is on.
	A conference call is active.
	You placed a conference call on hold.
	Speakerphone volume is being adjusted.
	Headset volume is being adjusted.
	Details button. Touch to display more information about a line item or to access related information screens.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the Volume button until the volume turns off. To reinstate volume, press + on the Volume button.

Table continues...

Icon	Description
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover on page 103 for information.

Related links

[Icons](#) on page 19

Using the on-screen keyboard

The deskphone displays an on-screen keyboard when you add or edit a contact name or a number or when you personalize labels for your call appearances or features. You can enter symbols and accented letters and also change between alphabetic and numeric keyboards.

The deskphones support the on-screen keyboard for French and Russian languages. You can also search for contacts through a non-English keyboard.

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

Figure 1: Text Entry Keyboard

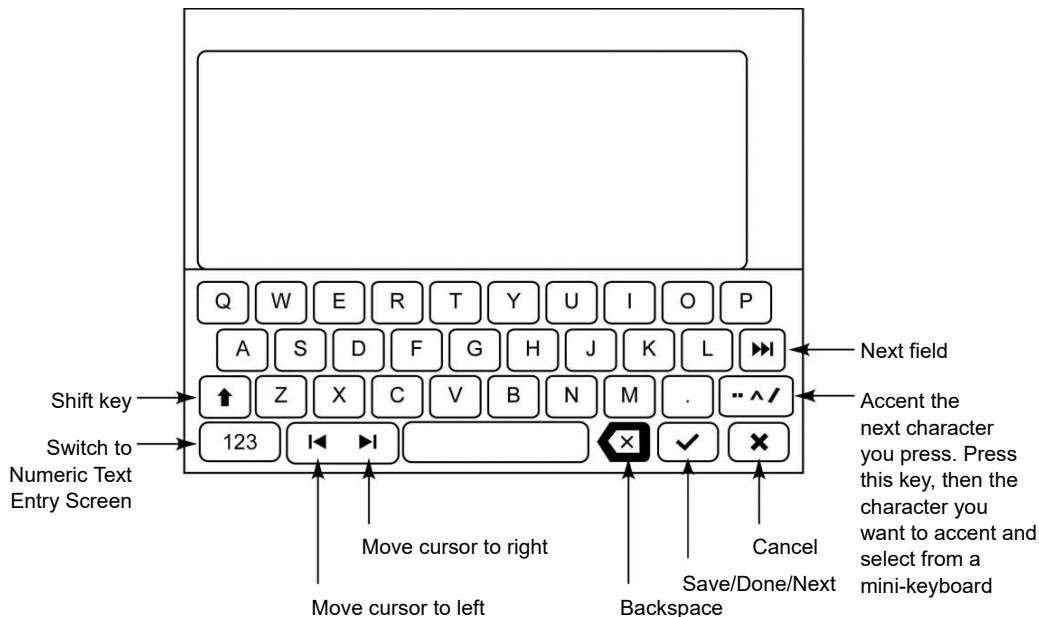
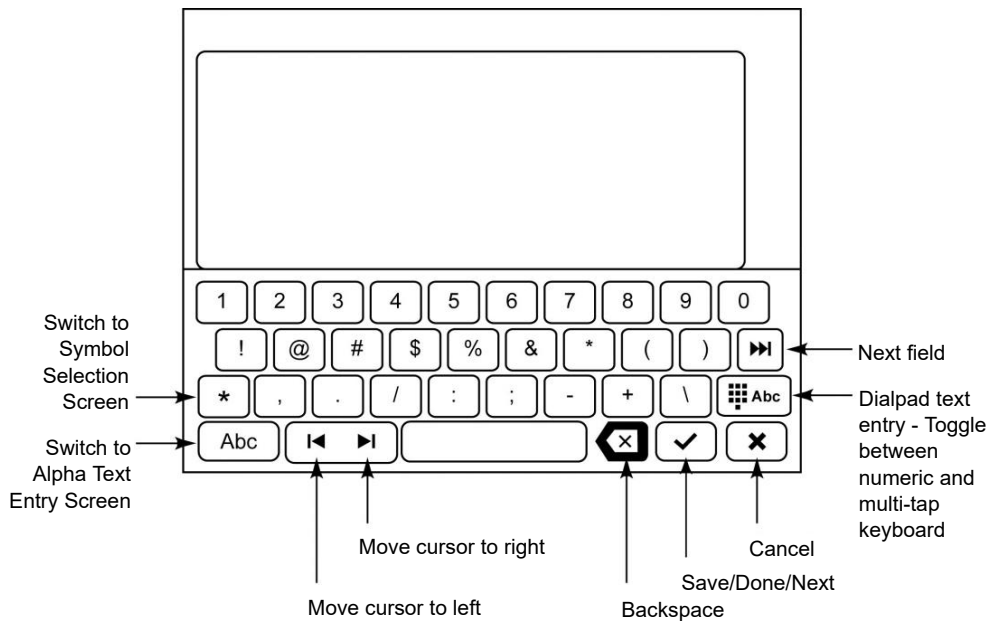


Figure 2: Numeric Entry Keyboard





Related links

[Scrolling and navigation](#) on page 19

Network information

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

The Low Network Quality icon  on the top line of the phone display indicates if an issue with the network might be affecting call quality.

An HD Sound Quality icon  on the top line of the phone display indicates that the call is using a wideband audio codec.

Network Information has different screens for viewing the options: Audio parameters that include extended audio parameters for RTP-XP, IP parameters, Quality of Service, Interfaces, 802.1X Parameters, Miscellaneous, and Diagnostics.

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

Related links

[Scrolling and navigation](#) on page 19

Cleaning the screen

Clean the touchscreen periodically to remove fingerprints and other marks on the screen by using a soft, slightly damp, lint-free cloth. From the Home screen, select **Settings** and then select **Touch Screen Cleaning** to disable the touchscreen so that you do not initiate an action or

application. Follow the instructions that appear and press any phone button when you complete cleaning.

 **Note:**

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

Related links

[Scrolling and navigation](#) on page 19

Chapter 5: Handling incoming calls

Answering a call

About this task

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

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

* Note:

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

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

Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset to answer using handset or touch the ringing call appearance line, or tap **Answer** softkey to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, from the Phone screen, scroll to the line with the incoming call and tap **Answer**. The phone automatically answers the incoming call and puts the previous call on hold.
- If you have paired a Bluetooth headset for use with the 9641G or 9641GS phone, press the **Answer** button on the Bluetooth headset to answer an incoming call.

* Note:

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

Answering an incoming precedence call

About this task

Use this procedure to answer an incoming precedence call. An alerting tone is played and precedence level is displayed at the receiving end. The precedence levels are categorized as:

- **FO**: Flash Override. Precedence level is highest.
- **FL**: Flash. Precedence level is higher than **IM**.
- **IM**: Immediate. Precedence level is higher than **PR**.
- **PR**: Priority. Precedence level is higher than a routine call.

Procedure

Do one of the following:

- Pick up the handset.
- Press **Speaker** or **Headset** button.

A Preempting Notification screen is displayed with a preempt tone if there are no available call appearance lines. You need to select **End Call** softkey to answer the precedence call.

Answering a call for a call pickup group member

Procedure

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

Answering an active call on a monitored extension

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored extension for which you want to answer the incoming call. Tap the entry for the extension for which you want to answer the ringing call.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as answering the call on a primary line. For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.

Procedure

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

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

2. Tap **Answer**.

Joining a call on a bridged line

About this task

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

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

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

Picking up a call to another extension

About this task

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

Procedure

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

Picking up a call to another call pickup group

About this task

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

Procedure

1. Scroll right from the Phone screen to access the Features screen.
2. If necessary, scroll down to Extended Call Pickup and touch **OK**.
3. Answer the call using the pickup number and then press **Enter** or **OK**.

Interrupting a call with a whisper page

About this task

Use the Whisper Page feature to interrupt or “barge in” on another user’s call and make an announcement. This feature is unique because only the person on the paged extension can hear the page. Other parties on the call cannot hear the page, and the person who makes the page cannot hear anyone on the call. If the paged user has a display telephone, the paged user can see your caller ID. For example, users A and B are on a call. You have an urgent message for user A and make a whisper page. All three users hear the tone that signals the page, but only user A hears the page itself. You cannot hear user B.

Procedure

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

Ignoring an incoming call

About this task

Use this procedure to turn off the ringer for an incoming call. The call continues alerting but with no sound.

Procedure

During an incoming call, press **Ignore** on the phone screen.

Chapter 6: Handling outgoing calls

Making a call

About this task

If you are not on a call, dial the number to call. If you have earlier configured the dialing option to "editable" you can edit the number as you enter it, then call it using softkeys; see [Making a call using edit dialing](#) on page 36 for information. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen. When the phone displays the Phone screen, press **Phone** to move to the top of the call appearance list; press **Phone** again to display the Home screen.

Procedure

1. Lift the handset, or press **Speaker** or **Headset** (if applicable), or touch an idle call appearance line.
2. Dial the number to call. If you have a favorite icon on the Home screen for the person you want to call, tap that icon to initiate dialing.

If you are on a mute call, to select an available call line appearance, you can use **Up** or **Down** arrows.

Making an emergency call

About this task

If your administrator configured emergency calling for your phone, the **Phone** screen displays the **Emerg** softkey to dial a preset emergency services number.

Note:

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

Important:

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

Procedure

1. On the Phone screen, tap **Emerg**.

2. Tap **Yes** when the phone displays a prompt.

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

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

Redialing a number

Procedure

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

The phone redials the last number or a list of the most recent numbers that you have dialed appears from which you can select a number to redial.

 **Note:**

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

 **Note:**

Your system administrator can disable Redial functionality.

2. Tap the number you want to redial, if the redial option is list.

Speed dialing a person

Procedure

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call. If speed dial numbers are assigned to a button module attached to your phone, press the button assigned to the person you want to call.

 **Note:**

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

Autodialing a pre-assigned number

About this task

Your system administrator may set up frequently called numbers such as Information Technology or the Help Desk as Autodial numbers, so you can dial them with one touch.

Procedure

1. From the Phone screen, scroll right till you gain access to the System Numbers menu.
2. Select the number you want to call.
3. Touch the **Call** softkey or the **OK** button.

Making a call using edit dialing

About this task

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

Procedure

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

Calling a person from the Contacts list

About this task

Use this procedure to call any contact from the Contacts list. When you find the entry you want, touch that line to dial the primary number of that contact. If you have entered additional numbers for that contact, you can touch the **Details** button to see them, and then touch the number you want to dial.

Procedure

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

For example, if you added John Smith to your Contacts list as "Smith, John", start typing the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.
3. To call the primary number for the contact, touch the line on which the contact name appears.
4. To call a non-primary number, touch the **Details** button to move to the detail information fields for the contact, then touch the desired number.

Making a call using URI dialing

Before you begin

- Ensure that you have the URI of the extension number.
- Ensure that the Edit dialing feature is enabled in your phone.

Procedure

1. Enter the number that you want to call.
 - a. Touch the backspace softkey (**X**) to delete the characters you have entered.

- b. Touch the **ABC**, **abc**, or **123** softkey to change between the input methods.
2. Enter the complete URI that you want to call.
3. Touch **Call**.

Calling a person from the call history

Procedure

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

Depending on administration, returning a missed call might result in the phone deleting the call history entry when the calls goes through.

3. If you do not see the name of the person you want, scroll down until the name displays.
4. When you see the name of the person you want to call, tap the number to dial the corresponding number.

Dialing an E.164 number

About this task

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

Procedure

1. Tap asterisk (*) twice.

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

2. Dial the number that you want to call.

Clearing a number

Procedure

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

Note:

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

2. If the deskphone is off-hook, press **Clear** to erase all the dialed digits.

Chapter 7: Call related features

Standard call related features

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

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

Related links

[Muting a call](#) on page 38

[Configuring mute alert](#) on page 39

[Putting a call on hold](#) on page 39

[Making an unattended transfer](#) on page 40

[Making an attended transfer](#) on page 41

[Setting up enhanced call pickup alerting](#) on page 41

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.

Before you begin

You need to contact your phone administrator to configure this feature.

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:**

The Mute button light is on when you mute the call, and the top line displays the Mute icon.

Related links

[Standard call related features](#) on page 38

Configuring mute alert

About this task

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

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

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

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

Procedure

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

Related links

[Standard call related features](#) on page 38

Putting a call on hold

Procedure

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

 **Note:**

The phone might display a hold timer when you put a call on hold.

3. Tap **Resume**, **OK** button, or the call appearance of the held call to retrieve the call. Your system administrator might have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

Related links

[Standard call related features](#) on page 38

Making an unattended transfer

About this task

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

Procedure

1. On an active call, press or tap the **Transfer** softkey.

The phone displays the Enter transfer destination screen.

2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:

- **Held Call**: Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
- **Recents**: Displays the recent call history as an option and switches to the Select Transfer Method screen.
- **Contacts**: Displays the contacts list as an option and switches to the Select Transfer Method screen.
- **Cancel**: Terminates the call transfer.
- **More**: Displays more options related to call transfer.
- **Priority**: Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.

Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The phone displays the Select Transfer Method screen.

4. Select **Talk** softkey.
5. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

* **Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message **Return** next to the call.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

Related links

[Standard call related features](#) on page 38

Making an attended transfer

About this task

An attended transfer is when you put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.

Procedure

1. On an active call, press or tap the **Transfer** softkey.
The phone displays the Enter transfer destination screen.
2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:

- **Held Call**: Displays the held call line appearances as an option and switches to the Select Transfer Method screen.
- **Recents**: Displays the recent call history as an option and switches to the Select Transfer Method screen.
- **Contacts**: Displays the contacts list as an option and switches to the Select Transfer Method screen.
- **Cancel**: Terminates the call transfer.
- **More**: Displays more options related to call transfer.
- **Priority**: Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.

Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The active call is put on hold, and the second call starts ringing. The call transfer-recipient answers the call.

4. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

Related links

[Standard call related features](#) on page 38

Setting up enhanced call pickup alerting

About this task

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

Procedure

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

Related links

[Standard call related features](#) on page 38

Using the conference feature

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

Setting up a conference call

Procedure

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

Adding a person on hold to a conference call

About this task

You can add a held call to a conference call.

Procedure

1. On the Phone screen, select your active call.
2. Press **Held Call** soft key to see a list of held calls.
3. Select the call on hold that you want to add to the conference.

4. Press one of the following:

- **Join**
- **OK**

The held call is added to the conference call.

Putting a conference call on hold

About this task

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

Procedure

Tap **Hold** during a conference call.

Dropping the last participant from a conference call

About this task

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

Note:

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

Procedure

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

The deskphone drops the last participant added to the conference.

Viewing the details of a conference

About this task

Use this procedure to view the details of the participants on a conference call.

If you cannot, it might be due to the server on which your extension is configured. Contact your system administrator.

Procedure

1. On the Phone screen, select your active call.
2. Do one of the following:
 - Dial the telephone number.
 - Call the person from the Contacts list.

- Call the person from the Recents list.
- 3. When the person answers, tap **Join** or **OK** to add the person to the existing call.
- 4. Tap **Add** and repeat these steps to add another person to the conference.
- 5. Tap **Details** button to access the details on the participants.

Call forwarding

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

Activating Send All Calls

About this task

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

Touching the **Send All** softkey turns **Send All Calls** on, changing the appearance of that softkey to indicate the feature is on. If this feature is already on, touching the **Send All** softkey turns the feature off and the softkey appears normal. You can turn **Send All Calls** on or off by using the phone Features list.

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

* Note:

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

Procedure

1. Press **Forward** to gain access to the main Forwarding screen. Navigate to the Features screen.
2. Scroll to choose **Do not disturb**.

* Note:

If you want the feature label to read as **Send all calls**, contact your administrator to relabel the feature name.

3. Press **Select** or **OK** or the corresponding line key to activate the feature. Tap **Send All Calls** to activate the feature.

Activating call forwarding

About this task

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

Procedure

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

Note:

You can view the call originator when the call forwarding chain has two or more participants. This feature works if your administrator has configured the related parameter.

Turning off call forwarding

Procedure

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

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

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

About this task

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

Procedure

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

Setting rules for enhanced call forwarding

About this task

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

Procedure

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

The phone displays a list of enhanced call forwarding rules.

2. Tap the check boxes to select the required rules from the following list, and enter the corresponding numbers.

- Internal always to [Enter Number]
- External always to [Enter Number]
- Internal when busy to [Enter Number]
- External when busy to [Enter Number]
- Internal on no answer to [Enter Number]
- External on no answer to [Enter Number]

The selected rule is highlighted by a yellow mark.

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

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

Editing a rule

Procedure

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

Turning off a rule

Procedure

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

5. Tap **Exit**.

Initiating a group page

About this task

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

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

Procedure

1. Dial the group pilot number.
The extensions in the group that you are calling auto answer the page.
2. Wait for seven seconds before you speak as the phone requires that time to allow an audio path.
3. Touch **End Call** to stop paging.

Using bridged call appearances

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

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as answering the call on a primary line. For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.

Procedure

1. Tap the bridged call that you want to answer.
The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.
2. Tap **Answer**.

Joining a call on a bridged line

About this task

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

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

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

Making an outgoing call on a bridged line

About this task

When you make a call on a bridged line, you are using another phone user's line. The caller ID associated with the call you are making might show the call as coming from you or coming from the person whose line you are using.

Before you begin

Ensure that the feature is activated by the administrator.

Procedure

1. Tap the bridged line you want to use.
2. Dial the phone number, or call the person from the Contacts list, or call the person from the Recents list or select the **Redial** softkey.

Excluding others from bridging on to your call

About this task

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

Before you begin

The feature is available only if the administrator enables the option for your extension.

Procedure

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

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

Independent alerting for each bridged call appearance

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

The following four options are available:

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

 **Note:**

For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.

Chapter 8: Using the contacts feature

You can save up to 250 names and up to 6 telephone numbers for each name. When you press the **Contacts** button, the phone activates the Contacts search mode automatically. You can also import or export a Contact list using a USB device.

 **Note:**

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

Searching for a contact

About this task

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

You can jump to a certain group of letters in your contacts list by pressing the associated dial pad button. For example, if you press 3, the phone displays entries starting with D, E, or F depending on the names of contacts that you might have in the contacts list that start with any of these letters. With each successive dialpad key press, the phone displays the matching entries.

Procedure

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

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

Extended searching

About this task

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

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

Procedure

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

Viewing contact details

Procedure

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

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

- Tap **Favorite** to select and add the number of the contact number to your favorites list.
- Tap **Back** to return to the Contacts list.

Adding a new contact

About this task

You can add up to six distinct numbers for a contact. For a work extension, selecting **Track Presence** allows you to track the contact's presence, for example, Available, Busy, Away, Do Not Disturb, Out of Office or Offline. You need to create a new contact to track presence if the work extension of the contact is changed.

Procedure

1. Press **Contacts**.
2. Tap **New**.
3. Enter the name using the on-screen keyboard or the dial pad. See [Using the on-screen keyboard](#) on page 27 for more information.
4. Tap the **check mark** or **Next** button.
5. Enter the number. The first number entered is the primary number of a contact. The Contacts list always displays the primary number first.

The contact number can include a-z, A-Z, 0-9, and the following special symbols: comma (,), space, dash (-), dot (.), +, *, #, \$, &, !, ~, ?, +, =, |. A comma (,) inserts a pause during dialing.

6. Tap the **check mark** to indicate you finished entering the name and primary telephone number.

The telephone displays your entries in a business card format.

7. If you want to track the presence information for this contact, tap the **Track Presence** line. The **Track Presence** option is available only if the system administrator has enabled presence for your extension.
8. Take one of the following actions:
 - To change the name, tap the line which contains the name and edit the entry by following Step 3.
 - To change the number, tap that line and edit the entry.
 - To add another number for the contact, tap **Add**. Then tap the applicable icon representing the type of number (Work, Mobile, Home, General). Repeat this step if you want to add another number for the new contact.
 - To return to the Contacts list without saving the new contact information, tap **Cancel**.
 - To change the primary number, tap **Primary**. See [Changing the primary contact number](#) on page 53 for more information.

9. Tap **Save**.

Editing a contact

About this task

If your administrator enables the access to modify contacts, you can edit your local contacts.

Procedure

1. Press **Contacts**.
2. Search for the contact you want to edit.
3. Tap the **Details** button to the right of the contact to display detail information.
4. Tap **Edit**.
5. To edit a name or number, take one of the following actions:
 - Tap **Primary** to change the primary number. See [Changing the primary contact number](#) on page 53 for more information.
 - Tap the Name or number you want to edit.
 - Tap a blank line to add a number.
 - Tap **Cancel** to return to the Contacts list.
6. Use the on-screen keyboard to change the contact information. See [Using the on-screen keyboard](#) on page 27 for more information.
7. To change other contact information, repeat Steps 5 through 7.
8. When you finish changing contact information, tap **Save**.

Changing the primary contact number

About this task

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

Procedure

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

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

Deleting a contact

About this task

You can delete your local contacts.

Procedure

1. Select the contact to delete.
2. Tap the **Details** button on the contact.
3. Tap **Delete**.
4. Tap one of the following:
 - **Delete**: To delete the contact.
 - **Cancel**: To cancel the deletion.

Assigning specific ring tone to a contact

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

Procedure

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

Accessing Exchange contacts

About this task

You can now access and download your Calendar contacts to your phone using your exchange credentials. You can synchronize up to 50 MS Exchange contacts to your phone. These contacts are available under the new screen **Exchange Contacts**. Presence information is available only for your local contacts.

You can access your local PPM contacts in the **Local Contacts** screen and add the Exchange contacts to PPM. If you have a greater number of PPM contacts, the phone will respond slower while the contacts are loaded.

Note:

Ensure that the system administrator has configured your extension for this feature.


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

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


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

Before using this feature, you must first enter your Exchange server credentials.

Procedure

1. Press **Contacts**.
2. Tap .

Note:

The **Exchange**  softkey is unavailable if you have not saved any contacts in your Outlook application.

3. To copy a contact from the Exchange server to the contacts list, tap **+Local**.
4. On the Contact Edit screen, specify the name, telephone numbers, and telephone types for the contact.
5. Tap **Save**.

LDAP Directory

With the LDAP Directory feature, you can search for contacts in available Lightweight Directory Access Protocol (LDAP) directories. An LDAP directory option appears at the top of the **Contacts** application list.

You can also select an LDAP directory as your contact search source. This selection disables other search sources. When the LDAP directory is an active search source, if you select another search source, this selection disables the LDAP directory search.

You can enter multiple search keywords and view multiple attributes for each match, such as personal names, addresses, job titles, and telephone numbers.

You can add frequently used LDAP contacts to your local **Contacts** with the help of the **New** soft key.

You can view details of the LDAP contact with the help of the **Details** soft key.

Searching LDAP contacts

About this task

You can search LDAP directory using **Contacts** application on your phone or directly. You can use multiple search attributes and display up to 20 matches for each search.

Do not use the backslash symbol in your search queries. If your query contains a backslash, enter `\5c` instead of it. Commas and blank spaces separate search keywords. If your keyword contains a comma or a space, enter `\2c` for commas and `\2p` for spaces.

Before you begin

Set LDAP directory as the contacts search source.

Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main Menu** list, do one of the following:
 - Scroll to **Applications**, and press **Select**.
 - Scroll to **Contacts**, and press **Select**.
3. If you are searching from a LDAP Directory, scroll to **LDAP Directory**, and press **Select**.

The phone displays the list of up to 1000 LDAP contacts. You can use **Up** and **Down** line keys to scroll through the list. If the phone cannot retrieve the contacts from a LDAP server, the phone displays the following message:

No contacts in the group.
4. Press **Search**.
5. Scroll to the **Search type** option and toggle between **Starts with** and **Contains**.

When you select **Starts with**, the phone returns only the matches that have your query at the start. When you select **Contains**, the phone returns all matches that contain your query.

6. Use the dial pad to enter multiple keywords, separated by a blank space or a comma, into the **Search** field, and press **Search**.

The phone displays the list of matches. If no matches are found in the LDAP directory, the phone displays the following message: `No match found`.

If more than 20 matches are found in the LDAP directory, the phone displays the following message: `We found too many matches. Select from the list or press Back to refine your search`.

You can also choose `Starts with` or `Contains`.

7. **(Optional)** Press **Details** to view contact information for a selected match.

Setting LDAP Directory as the contact search source

About this task

You can select an LDAP directory as your contact search source to enable searching from the **Contacts** application. This selection disables other available search sources for the **Contacts** application.

Before you begin

Ensure that the administrator enabled the feature.

Procedure

1. Press **Contacts**.
2. To navigate through main menu, do the following:
 - a. Scroll to **Applications** and press **Select**.
 - b. Scroll to **Contacts** and press **Select**.
3. To select LDAP Directory as a source for contact search, press **Search > More > Sources**.
4. Scroll to **LDAP contacts**, and press **Toggle**.

LDAP Directory is now your contact search source. Other sources are disabled. The phone displays the following message: `LDAP selected – other search sources disabled`.

5. Press **Save**.

Chapter 9: Call History

Press the **History** key on the deskphone. This will navigate you to the history page on the phone screen.

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

Note:

The phone displays the caller number only if available.

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

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

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

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

Viewing the call history

Procedure

1. Press **Recents**.

You can go to the top of the list by pressing **Recents** again.

2. If you want to see a different list, such as, missed calls or outgoing calls, tap the corresponding icon located at the upper right part of the screen.
3. Scroll up or down to view the entries on the list.

Viewing call history details

Procedure

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

Removing an entry from call history

Procedure

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

Clearing all call history entries

About this task

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

Procedure

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

Turning off call history

About this task

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

Procedure

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

Chapter 10: Presence

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

- Track the presence information of a contact for whom you set the **Track Presence** option to **Yes**. You can turn on the **Track Presence** option for a contact while adding a contact or editing the contact details.
- Manually change your presence status.

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

Related links

[Viewing contact presence status](#) on page 61

[Changing the presence status](#) on page 62

[Enabling SAC when DND is active](#) on page 62

[Enabling Away Timer](#) on page 63

Viewing contact presence status

Procedure

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

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

Related links

[Presence](#) on page 61

Changing the presence status

About this task

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

Procedure

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

Related links

[Presence](#) on page 61

Enabling SAC when DND is active

About this task

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

Procedure

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

Related links

[Presence](#) on page 61

Enabling Away Timer

About this task

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

Procedure

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

Related links

[Presence](#) on page 61

Chapter 11: Using the Calendar

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

Calendar appointment reminders

About this task

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

Procedure

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

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

Reviewing your appointments

About this task

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

Procedure

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

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

2. Perform one of the following actions:

- To call the person with whom you have the appointment, tap **Call**.

 **Note:**

The number of the person whom you want to call must be present on the Appointment Detail.

- To update the calendar with any new appointments that you have set up on your calendar, press tap **More > Refresh**.
- If you pressed **More** and want to re-display the previous set of softkeys, press **More** again. If you tapped **More** and want to re-display the previous set of softkeys, tap **More** again.
- To exit the calendar and return to the Phone screen, press **More > Exit**. To exit the calendar and return to the Phone screen, tap **More > Exit**.

Chapter 12: The home screen

Settings

The Settings menu contains choices for:

- **Options & Settings**
- **Priority Call**
- **My Presence**
- **Bluetooth Setup**
- **Network Information**
- **Light Off**
- **Touch Screen Cleaning**
- **Log Out**
- **Administration**
- **About Avaya**

The **Options & Settings** menu provides access to:

- **Call Settings**, including choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.
- **Assign Speed Dial Entries**, to set up speed dialing for numbers you call often.
- **Assign Favorite Entries**, to set up favorite contacts you can dial directly from the Home screen.
- **Application Settings**, including choices for personalizing button labels, for turning call History on or off, and for including bridged calls in your call History.
- **Screen & Sound Options**, including choices for adjusting your phone's brightness, changing the ring pattern, call pickup alerting, selecting a different display language, showing the quick touch panel, and setting button clicks and tones.
- **Language & Region**, to change the language on your display or to set the time display to a 12 or 24 hour format.
- **Advanced Options**, to set Automatic Gain Control (AGC) for your headset, handset, and/or speaker audio and to set up your calendar options to integrate the Microsoft Exchange Server calendaring feature with your deskphone.

Priority Call provides options to make a precedence call.

My Presence provides option to manually changing your presence status.

Bluetooth Setup provides options to scan, connect, and setup a bluetooth device.

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

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

Touch Screen Cleaning disables the display so you can remove fingerprints or other marks from the touch screen.

Log Out is used when you want to sign off the phone, to protect your settings or to allow another user to log in to your phone. Logging out prevents unauthorized use of your phone.

Administration provides access to the administrative settings of the phone.

About Avaya provides the release number of your telephone software.

Displaying the Phone screen on dialing

About this task

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

Procedure

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

Displaying the Phone screen on receiving a call

About this task

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

Procedure

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

4. Tap **Save**.

Displaying call timers

About this task

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

Procedure

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

Setting redial options

About this task

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

Procedure

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

Configuring visual alerts

About this task

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

Procedure

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

Setting the audio path

About this task

Sets your phone to receive calls on the Speaker or the Headset.

Procedure

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

Setting dialing options

About this task

Your phone has the following dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- If you set the Edit Dialing feature, you can enter the number or a part of it, edit the entered digits if needed, and press the corresponding softkey to dial.

When on-hook dialing is enabled, Edit Dialing is not available.

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

Procedure

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

During an active call, when you select the second line appearance, the first line appearance goes on hold and the **Editable** mode is disabled irrespective of your **Dialing options** setting.

4. Tap **Save**.

Toggling name and number

About this task

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

Procedure

1. Press **Main Menu**.

2. Press **Select** to select **Options & Settings > Call Settings > Toggle Name/Number**.
3. Press **Change** to select **On** or **Off**.
4. Press **Save** .

Setting up speed dialing

About this task

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

Procedure

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

Setting up favorites

About this task

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

Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Assign Favorites Entries**.
3. Press **Contacts** or **Features** to select and set the favorites.

Personalizing labels

About this task

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

Procedure

1. Press **Main Menu**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Application Settings**.
5. On the **Application Settings** menu, tap **Personalize Button Labels**.

6. Tap either **Extensions** or **Feature** labels, depending on which type of label you want to personalize.
7. Tap the label you want to edit.
8. Use the **Edit** keyboard to type the new label using up to 15 characters without any comma (,).
9. Tap the **checkmark** to save the new label or **X** to return to the menu without saving.
10. **(Optional)** To revert to the default button labels, tap **Home > Options & Settings > Application Settings > Restore Default Button Labels**.

Tap **Default**.

Adjusting the brightness or contrast of the display

About this task

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

Procedure

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

Setting the Return to Home Screen option

About this task

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

Procedure

1. Press **Home**.
2. Tap **Settings > Options & Settings > Screen & Sound Options > Return to Home Screen**.
3. Tap to select one of the following:
 - **Yes**: To turn the feature on.
 - **No**: To turn the feature off.

4. Tap **Save**.

Setting the text size

About this task

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

Before you begin

You can use the procedure only if the administrator enables the option for your phone.

Procedure

1. Press **Main Menu**.
2. Tap **Settings > Options & Settings > Screen & Sound Options > Text Size**.
3. Tap to select one of the following:
 - **Normal**: To set the default text size.
 - **Large**: To set the large text size.
4. Tap **Save** to save the setting, or **Cancel** to return to the menu.

Setting a ring tone for your phone

About this task

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

Procedure

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

Setting a ring tone for incoming forwarded calls

About this task

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

- Caller.
- First phone that forwarded the call.

Procedure

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

Setting a ring tone for Team Button

About this task

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

Procedure

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

Setting an alert for a call pickup group

About this task

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

Procedure

1. Press **Main Menu**.
2. Tap **Settings > Options & Settings > Screen & Sound Options > Call Pickup Indication**.
3. Tap to select one of the following:
 - **Audible**: Provides an audio alert.
 - **Visual**: Provides a visual alert.
 - **Both**: Provides both audio alert and visual alert.
 - **None**: Provides no call pickup alert.
4. Tap **Save**.

Setting a ring tone for a call pickup group

About this task

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

Procedure

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

Changing the background logo

About this task

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

* Note:

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

Procedure

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

Turning button click sounds on and off

About this task

Use the procedure to turn off button click sound.

Procedure

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

Turning error tones on or off

Your phone 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 **Main Menu**.
2. Tap **Settings > Options & Settings > Screen & Sound Options > Error Tones**.
3. Tap **Change** to turn error tones on or off.
4. Tap **Save**.

Turning Continuous Scrolling on or off

About this task

Use the procedure to control continuous scrolling feature for your phone.

Procedure

1. Press **Main Menu**.
2. Tap **Settings > Options & Settings > Screen & Sound Options > Continuous Scrolling**.
3. Tap **Change** to turn continuous scrolling on or off.
4. Tap **Save**.

Setting key repeat delay

About this task

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

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

Procedure

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

Enabling wireless headset bidirectional signaling

Before you begin

Check if the headset supports electronic hook switch (EHS) signaling.

Procedure

1. Press **Main Menu**.
2. Tap **Settings > Options & Settings > Call Settings > Headset Signaling**.
3. Tap to select any of the following options:
 - **Disabled**: Disables signaling from the phone to the headset.
 - **Switch hook and alert**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call you hear the alert tone in the headset.
 - **Switch hook only**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call you do not hear the alert tone in the headset.
4. Press **Save**.

Activating mute alerting

You can configure your phone to alert you if your phone is on mute. The alert can be an audible beep and a visible indication on the top line of your phone. Mute alerting is turned off automatically when you press the Mute button to take the call off mute.

Procedure

1. Press **Main Menu**.
2. Tap **Settings > Options & Settings > Call Settings > Mute Alerting**.
3. Tap to select from one of the following options:
 - **Audible**: If you put a call on mute and start speaking, after 15 seconds, the phone produces a beep to notify you that you have muted your phone.
 - **Visual**: If you put a call on mute and start speaking, after 15 seconds, the phone displays a message that reads "Phone is on mute" on the phone status line.
 - **Both**: Combines the actions and options of both audible and visual alerting.
 - **None**: Disables the mute alerting feature for your phone.
4. Tap **Save**.

Setting the Quick Touch panel

About this task

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

Procedure

1. Press **Home**.
2. Tap **Settings**.

3. Tap **Options & Settings**.
4. Tap **Screen and Sound Options**.
5. On the **Screen and Sounds** menu, tap **Show Quick Touch Panel** to change the setting from 1 Line to 2 Lines, from 2 Lines to No, or from 0 to 1 Line.
6. Tap **Save** to save the setting or **Cancel** to return to the menu without saving.

Changing the display language

About this task

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

Procedure

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

Setting the time format

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

Procedure

1. Press **Main Menu**.
2. Tap **Settings > Options & Settings > Language & Region > Time Format**.
3. Tap the required time format.
4. Tap **Save**.

Setting headset profile

About this task

Use the procedure to select the headset profile that best matches the acoustic properties of the headset.

Procedure

1. Press **Main Menu**.
2. Tap **Settings > Options & Settings > Advanced Options > Headset Profile**.
3. Press **Change** or **OK** button to select the profile that matches your headset. Tap to select the profile that matches your headset.
4. Press **Save**. Tap **Save**.

Turning automatic gain control on or off

About this task

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

Configuring Hearing Aid Compatibility

Procedure

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

Integrating other applications with your phone

About this task

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

Procedure

1. Press **Home** .
2. Tap **Settings > Options & Settings > Advanced Options > Exchange Integration**
3. If you have already set up your credentials and do not want to change them, proceed to Step 9. To establish or change your credentials, select **Email Name & Password** and enter the following:
 - Your Microsoft Exchange server email user name.
 - Your Microsoft Exchange server email password.
 - The location, domain or the IP address, of the server on which Microsoft Exchange runs.
 - Whether you want the deskphone to display a prompt to enter your user name and password every time you access Microsoft Exchange calendar on your phone. Tap to change this setting as required.

4. Tap the applicable line and use the dialpad to type your credentials.
5. Tap **Save** to save your settings and preferences.
6. To set or change your calendar preferences, select **Calendar** and enter the following:
 - Whether or not you want your phone to activate the calendaring feature. Tap to change the **Use Exchange Calendar** setting to **Yes** or **No**.
 - Whether or not you want your phone to remind you of items on your calendar. Tap to change the **Enable Exchange Reminder** setting to **Yes** or **No**.
 - If you want to be reminded of calendar items, indicate in minutes how far in advance you want to get a reminder for your appointments. For example, setting the value to 120 will cause a reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder to appear five minutes before the start time of appointment. Setting the value to 0 minutes will cause the reminder to be displayed at the start time of the appointment. Use the **Backspace** softkey to remove an existing value and then use the dialpad to enter the new value.
 - Whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the **Exchange Snooze Time** value to 5 will cause a Reminder popup to reappear five minutes after you have “snoozed” it.
 - Whether or not you want to hear a tone with a reminder popup window. Tap to change the **Exchange Reminder Tone** to **Yes** or **No**.
7. Tap **Save** to save your settings and preferences.

 **Note:**

When Exchange calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen.

Entering Microsoft® Exchange credentials for OAuth authentication

About this task

You can integrate your phone with Microsoft® Exchange account by using the OAuth authentication method. If your administrator has set up this option, you can integrate Microsoft® Exchange Server calendar and contacts with your phone.

Before you begin

Ensure that you have a valid exchange credential.

Procedure

1. Press .
2. Press **Select** to select **Options & Settings > Advanced Options > Exchange Integration**.
3. **(Optional)** Select the **OAuth** authentication.

4. If you have already set up your credentials and do not want to change them, proceed to Step 5. To establish or change your credentials, select **Email Name & Password** and enter the following:

- Your Microsoft® Exchange email address.
- Your Microsoft® Exchange server address.

5. Press **Save**.

The **Save** soft key appears only after you enter the valid details.

6. The phone screen displays the device verification URL <https://microsoft.com/devicelogin> and the dynamically generated User code for verification.

The phone screen displays these details for a maximum of 15 minutes.

7. Enter the URL in your browser and enter the `User code` when the Microsoft® application prompts.

8. Follow the user prompts of the Microsoft® application.

Result

OAuth authentication is successful, and your phone is integrated with the Microsoft® Exchange account.

Enabling Bluetooth

About this task

You can use Bluetooth® enabled devices with your 9641G and 9641GS deskphones only. However the Bluetooth® option must be administered for your deskphone by the administrator.

Procedure

1. Press **Home**.
2. Tap **Settings > Options & Settings > Advanced Options > Enable Bluetooth**.

Setting up a Bluetooth® enabled headset

The Bluetooth® wireless technology is available only for the 9641G and 9641GS deskphones and if the administrator enabled the feature. The deskphone displays the Bluetooth® related options in the menu if the feature is enabled.

You can connect Bluetooth® enabled headsets to the 9641G and 9641GS deskphones. The deskphones support the Bluetooth® headset profile.

In the headset profile, you can use the following features:

- Answer incoming calls
- Drop the active call
- Transfer calls between the headset and the speaker

Pairing a Bluetooth® enabled headset with your phone

About this task

Before using your Bluetooth® enabled headset, you must pair the headset with your phone.

You can pair a maximum of 10 Bluetooth® enabled headsets with the deskphones, but you can use only one headset at a time. The deskphone displays the list of available devices and paired devices.

Before you begin

Ensure that the Bluetooth® enabled headset that you want to pair to the phone is in discoverable mode.

Procedure

1. Press **Home**.
2. Tap **Settings > Options & Settings > Bluetooth Setup**.
The deskphone displays a list of available and paired devices if any.
3. Perform one of the following actions:
 - To pair a headset, tap the required headset from the available devices.
 - To unpair and disconnect a paired headset, under Paired devices, tap **Unpair > Disconn.**
 - To scan for other available devices:
 - a. Tap **Scan**.
 - b. Tap the required device that the deskphone displays after scanning.

Browser

Your phone includes WML Web browser capability to use additional applications such as LDAP. The applications available through the browser vary depending on how your system administrator has configured your phone.

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 must be available for your phone.

Related links

[Using the WML browser](#) on page 81

Using the WML browser

Procedure

1. Press **Home**.

The home screen

2. Touch **Browser**.

The WML browser opens the home page.

3. Scroll to the link that you want to view.

4. Touch a link to open.

The browser opens the link.

5. Perform any of the following actions:

- To stop loading the current page, touch **Cancel**.
- To reload the current page, touch **Refresh**.
- To open the home page, touch **Home**.
- To close the browser, press **PHONE**.

Related links

[Browser](#) on page 81

Chapter 13: Managing features

Features

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

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

Feature table

Feature table

Use this table as a reference to standard feature names and their corresponding references. Depending on how your system is administered, not all features shown here may be available to you. For detailed information about a feature, see the corresponding topics.

Feature Name	Reference
Autodial	See the topic <i>Autodialing a pre-assigned number</i> for more information.
Auto Icom or Auto In	See the topic <i>Making an auto intercom call</i> for more information.
Auto Callback	See the topic <i>Setting up automatic call back</i> for more information.
BCA	See the topic <i>Using bridged call appearances</i> for more information.

Table continues...

Feature Name	Reference
Busy Indicator	See the topic <i>Monitoring other extensions at a glance</i> for more information.
Call park	See the topic <i>Parking a call</i> for more information.
Call pickup	See the topic <i>Answering a call for a call pickup group member</i> for more information.
Call unparking	See the topic <i>Unparking a call</i> for more information.
Cfrwd or CFrwd	See the topic <i>About forwarding calls</i> for more information.
CFBDA	See the topic <i>Enabling call forwarding when your line is busy or you do not answer</i> for more information.
CPN Block	See the topic <i>Blocking your extension from displaying during calls</i> for more information.
CPN Unblock	See the topic <i>Displaying your extension on outgoing calls</i> for more information.
ECF	See the topic <i>Setting rules for enhanced call forwarding</i> for more information.
Dial Icom	See the topic <i>Calling someone in your intercom group</i> for more information.
Dir Pickup	See the topic <i>Picking up a call to another extension</i> for more information.
EC500	See the topic <i>Activating EC500 for simultaneous ringing on multiple phones</i> for more information.
Exclusion	See the topic <i>Excluding others from bridging on to your call</i> for more information.
Extend Call	See the topic <i>Extending a call to your cell phone (EC500)</i> for more information.
Ext Pickup	See the topic <i>Picking up a call to another call pickup group</i> for more information.
Group page	See the topic <i>Initiating a group page</i> for more information.
HAC	See the topic <i>Configuring Hearing Aid Compatibility</i> for more information.
Hotline	See the topic <i>About Hotline</i> for more information.
Hunt Group Busy	See the topic <i>Hunt Group Busy</i> for more information.
LNCC	See the topic <i>Activating the LNCC feature</i> for more information.
MCT Act	See the topic <i>Tracing a malicious call</i> for more information.

Table continues...

Feature Name	Reference
Multiple Device Access	See the topics <i>Handling calls and conferences using Multiple Device Access</i> for more information.
Call log	See the topic <i>Call history</i> for more information.
Presence	See the topic <i>Presence</i> for more information.
Priority Call	See the topic <i>Making a priority call</i> for more information.
SendAllCalls, SAC, or SAC with a third-party's extension, if applicable	See the topic <i>Activating Send All Calls</i> for more information.
SLA Mon™	See the topic <i>SLA Mon™ overview</i> for more information.
Team	See the topic <i>About Team Button</i> for more information.
Transfer to Voicemail	See the topic <i>Sending an active call to voicemail</i> for more information.
Whisper Act	See the topic <i>Interrupting a call with a whisper page</i> for more information.

Using the Features menu

Procedure

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

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

 **Note:**

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

Hunt Group Busy

Using the Hunt Group Busy feature, users can opt-in or opt-out of the calls specific to the hunt group. A hunt group is a group of users who handle the similar types of calls. A user can be a part of multiple hunt groups.

The Features screen displays the **Hunt Group Busy** buttons. Each **Hunt Group Busy** button corresponds to a specific hunt group. The **Hunt Group Busy** button label includes a unique four-digit index for each group.

Using Hunt Group Busy

About this task

Use the **Hunt Group Busy** buttons on the Features screen to manage the calls from a particular hunt group.

Procedure

1. To stop receiving calls from a particular hunt group, press the corresponding **Hunt Group Busy** button.
2. To turn off the Hunt Group Busy feature for a particular hunt group and start receiving calls, press the corresponding **Hunt Group Busy** button.

Activating EC500 for simultaneous ringing on multiple phones

About this task

With the EC500 feature, you can program calls in the way that your desk phone and your cell phone ring simultaneously when there is an incoming call. Using 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, go to the **Features** screen.
2. Scroll to **EC500**, press **OK** and tap the corresponding line.

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

Extending a call to your cell phone (EC500)

About this task

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

Note:

Your administrator can set the destination mobile number.

Procedure

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

3. Answer the call on your cell phone.

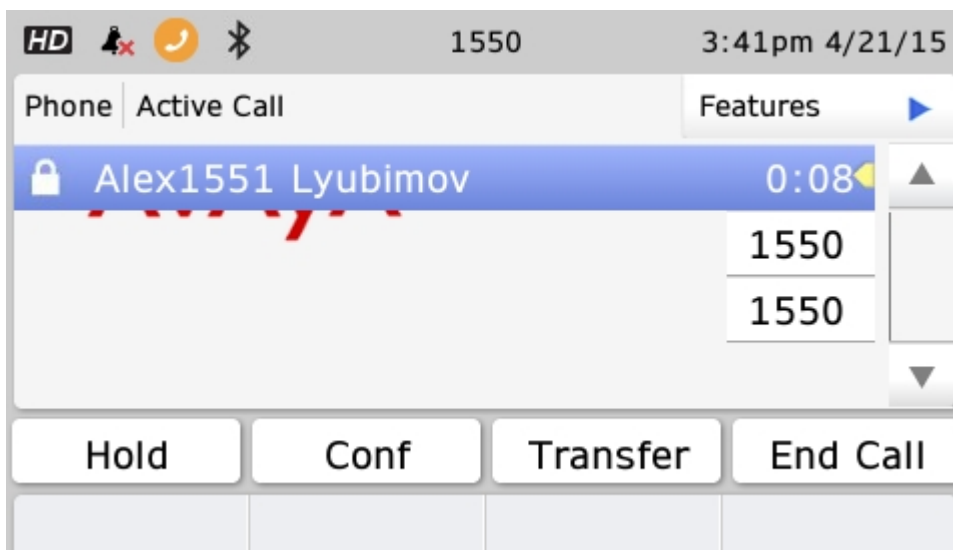
The call remains active on your phone, so you can switch back to your phone at any time.

Visual alert for an encrypted call

While using your phone, you can now see whether an incoming or an outgoing call is encrypted. The secure status is indicated by the secure icon, a padlock, on the active call appearance.

*** Note:**

The secure icon appears only if a two-party call is encrypted.



Activating the LNCC feature


About this task

If you are on a call and do not want to be disturbed from subsequent incoming calls, you can use the Limit Number of Concurrent Calls (LNCC) feature. The LNCC feature controls the number of concurrent incoming calls. If you get an incoming call when your LNCC feature is active and you are already on an active call, the caller gets the busy tone. Thus, the caller does not wrongly assume that you are not at the desk when you do not answer the call or the call is sent to a coverage. If the Busy Station Call Log feature is enabled, the deskphone saves this incoming call as a missed call in the call log.

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

Procedure

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

The deskphone displays the confirmation screen with the message `Limit Concurrent Incoming Calls` and an LNCC icon  on the top line of the Phone screen.

4. To remove the confirmation screen, tap the **OK** softkey.

You can also remove the confirmation screen by jumping to a different screen using deskphone buttons such as Contacts, History, or Home.

Deactivating the LNCC feature

Procedure

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

Result

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

Interrupting a call with a whisper page

About this task

Use the Whisper Page feature to interrupt or “barge in” on another user’s call and make an announcement. This feature is unique because only the person on the paged extension can hear the page. Other parties on the call cannot hear the page, and the person who makes the page cannot hear anyone on the call. If the paged user has a display telephone, the paged user can see your caller ID. For example, users A and B are on a call. You have an urgent message for user A and make a whisper page. All three users hear the tone that signals the page, but only user A hears the page itself. You cannot hear user B.

Procedure

1. Scroll right from the Phone screen to gain access to the Features screen.
2. If necessary, scroll down to Whisper Page and touch **OK**.
3. Enter the extension you want to call.

4. Tap **Enter** to immediately start dialing and deliver your message when the person you called answers.

Making a priority call

About this task

Use the Priority Calling feature to provide a special type of internal call alerting for the users. The called party hears a distinctive ringing when the calling party uses Priority Calling.

Procedure

1. Press the **Main menu**.
2. Scroll to **Features**, and press **Select**.
3. Scroll down to **Priority Call**, press **OK**, or press the corresponding line button. If necessary, scroll down to Priority Call, and touch **OK**.
4. Enter the extension you want to call.
5. Press **Enter** or **OK** to initiate a priority call. Touch **OK** to immediately start dialing the priority call to the extension where the call appearance will show the incoming call as a priority call.

Tracing a malicious call

About this task

Use this feature to trace a malicious call. Activating Malicious Call Trace (MCT Act) alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

Procedure

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

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

Important:

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

Busy Indicator

With the Busy Indicator (BI) feature, you can do the following:

- View the status of other users in the network
- Make quick calls to the monitored users
- Transfer calls by pressing the Busy Indicator line key
- Make conference calls with BI users

The icon next to the Busy Indicator line key displays the current status of the monitored user (idle or busy).





The user status is also reflected by the indication of LEDs integrated into the corresponding line keys.

You can relabel and move a Busy Indicator line key from the Phone keys customization menu. However, you cannot add or delete Busy Indicator keys configured on your phone. Contact your system administrator if you want to add more BI line keys or delete the existing ones.

Busy Indicator icons and LED indication

Busy Indicator icons look the same as Presence “Available” and “On a call” icons but they might differ depending on the phone or the button module model.

The following table displays the Busy Indicator icons and LED indication for 9600 Series IP Deskphones, and JBM24 Button Module.

State	Phone icons	JBM24 Button Module icons	Red LED for the line key	Green LED for the line key
Idle			Off	Off
Busy			Off	On

Busy Indicator call operations

Making a call to a monitored user

About this task

You can make a quick call to monitored users, for example, when you want to provide direct instructions to them.

Procedure

Do one of the following:

- On the Phone screen, scroll to the required Busy Indicator line, and press **Call**.
- Press the required Busy Indicator line key.

Making a conference call with a monitored user

About this task

Use this procedure to add a monitored user to an active call to set up a conference call.

Procedure

1. Press the **Phone** key.
2. Do one of the following:
 - Scroll to the required Busy Indicator line, and press **Call**.
 - Press the required Busy Indicator line key.

Call Transfer to a monitored user

Ongoing calls can be transferred to a user on the Busy Indicator line. This transfer is managed similarly to Call Transfer to a phone extension.

You can transfer a call immediately (blind transfer) or after making a consultative call to the monitored user (attended transfer).

Making a blind transfer to a monitored user

About this task

Use this procedure to transfer immediately an active call to a monitored user.

Procedure

1. During an active call, press **Transfer**.
2. Do one of the following:
 - Press the Busy Indicator line key corresponding to the user you want to transfer the call to.
 - Press the **Phone** key, scroll to the required Busy Indicator line, and press **Select**.

The phone displays the Transfer now or talk with [BI extension number]? window.

3. Press **Now**.

Your call is transferred to the monitored line.

Making an attended transfer to a monitored user

About this task

Use this procedure to transfer an active call to a monitored user by talking to this user first.

Procedure

1. During an active call, press **Transfer**.

2. Do one of the following:

- Press the Busy Indicator line key corresponding to the user you want to transfer the call to.
- Press the **Phone** key, scroll to the required Busy Indicator line, and press **Select**.

The phone displays the `Transfer now or talk with [BI extension number]?` window.

3. Press **Talk**.

The current call is placed on hold, and a call to the monitored user is established.

4. To end your consultative call and to transfer the held call, press **Complete**.

Calling someone in your intercom group

About this task

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

Procedure

1. Before dialing, access the Features screen.
2. If necessary, scroll down to Dial Icom and touch the corresponding line.
The intercom group number shows next to the Dial Intercom feature and the next denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Touch the number(s) that corresponds to the destination extension.
4. Touch **Enter** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Answering a call for a call pickup group member

Procedure

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

Picking up a call to another call pickup group

About this task

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

Procedure

1. Scroll right from the Phone screen to access the Features screen.
2. If necessary, scroll down to Extended Call Pickup and touch **OK**.
3. Answer the call using the pickup number and then press **Enter** or **OK**.

Picking up a call to another extension

About this task

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

Procedure

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

Handling calls and conferences using Multiple Device Access

About this task

With the Avaya Aura[®] and Multiple Device Access feature, you can have up to ten devices configured with the same extension number. You can use this extension number to transfer active calls between your devices.

Before you begin

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

Procedure

1. Initiate a call from your phone.
2. To transfer the call to another phone, tap **Bridge** on your phone.

If the MDA phone that is joining the call uses a different signaling mode address family, you might notice the Limited Service icon appear on your device for a brief moment. After the MDA phone that is joining the call switches to using the signaling mode address family of the active call, the icon disappears.

Unparking a call

About this task

Use the Call Unpark feature to release a call from the extension at which it was parked, when the extension is part of a coverage or hunt group.

Procedure

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

Parking a call

About this task

Use the Call Park feature to answer a held call at another extension if you are part of a telephone coverage or hunt group. For example, if you need to go to another location to verify some information, you can park your current call and answer it at another location within your group.

Procedure

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

A checkbox is selected and is displayed on screen.

Displaying your extension on outgoing calls

About this task

If you used the Calling Party Number (CPN) Block feature to block displaying your extension on the calls you make, you can change it back using CPN Unblock. CPN Unblock allows parties you call see your extension.

Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Unblock**.
3. Enter your extension number.
4. Press **Enter** or **OK** to stop calling party number blocking. Touch **OK** to show your number to the called party.

Blocking your extension from displaying during calls

About this task

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

Procedure

1. From the Phone screen, access the Features screen.
2. Select **CPN Block**.
3. Enter the extension number you do not want the called party to see.
4. Press **Enter** or **OK** to start calling party number blocking. Touch **OK** to start calling party number blocking.

Making an auto intercom call

About this task

Use the auto intercom feature to call a specific extension or intercom group.

Procedure

1. Before dialing, scroll right from the phone screen to access the Features screen.
2. Scroll to **Auto Icom** and select that feature.

Two numbers display with the Auto Icom feature, for example “Auto icom 2 3”. The first number denotes the intercom group number for the Dial Intercom feature. The next number denotes the extension your administrator has predefined as your automatic intercom destination extension.

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

Setting up automatic call back

About this task

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

Procedure

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

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

Assigning labels to auto-dial numbers

About this task

Autodial numbers are frequently-called numbers in your office or organization, for example, a Help desk number. Your system administrator sets up Autodial numbers, but you can assign and edit their labels. The administrator might just allot a specific button to be an Autodial number, but leave the number itself blank; in this case you can add the number yourself.

Procedure

1. From the Phone screen, gain access to the System Numbers menu.
2. Tap the line to which you want to assign a label or number.

Some labels are not editable. If you cannot touch a certain line or hear an error tone when you press the line button, you cannot edit that label.
3. Tap **Edit**.
4. Use the dialpad to enter the label text or the Autodial number.
5. Tap **Save**.

SLA Mon™

SLA Mon™ technology is a patented Avaya technology embedded in Avaya products to facilitate advanced diagnostics. The phones supports Avaya Diagnostic Server with SLA Mon™ agent.

SLA Mon™ server controls the SLA Mon™ agents to execute advanced diagnostic functions, such as:

- Endpoint diagnostics
 - To remotely control IP phones to assist end users with IP phone configuration and troubleshooting.
 - To remotely generate single and bulk test calls between IP phones.
 - To remotely execute limited packet captures on IP phones to troubleshoot and diagnose IP phone network traffic.
- Network monitoring
 - To monitor multiple network segments for performance in terms of packet loss, jitter, and delay.
 - To monitor hop-by-hop QoS markings for voice and video traffic.

Long-term acoustic exposure protection

9600 Series IP Deskphones have the long-term acoustic exposure protection to prevent the users from getting acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. If a dynamic setting is selected, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:

Only L100 Series Headsets with RJ9 connector support long-term acoustic exposure protection when the headset profile is set to **Profile1**.

Configuring Long term acoustic exposure protection

About this task

Use this procedure to configure the long-term acoustic exposure protection feature for your headset to protect from the acoustic exposure.

Before you begin

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

Procedure

1. Press **Avaya Menu**.
2. Press **Settings**.
3. Scroll to **Options & Settings**, and press **Select**.

4. Scroll to **Advanced Options**, and press **Select**.
5. Scroll to **Long Term Acoustic Exposure Protection**, and press **Select**.
6. Choose one of the following and press **Select**:
 - **Default**
 - **Off**
 - **Dynamic**
 - **8 hours**
 - **4 hours**

No Hold Conference

With the No Hold Conference feature, you can add participants to your call while continuing your active conversation. The No Hold Conference feature lets you create a conference call without putting any call participant on hold.

For example, if you press the administered button and then dial an extension the participant that answers the call joins the no hold conference.

Your administrator can configure your phone to support the no hold conference feature on a button module. You can use the call appearance for a regular or pre-configured number.

Using the button you can add more participants to the no hold conference.

The administrator can pre-configure only one number on System Manager. When you press the button, the call is placed to the pre-configured number when the participant answers the call joins the no hold conference.

If the participants do not answer the call within the configured time-out duration 9600 Series IP Deskphones will display the appropriate message on the phone screen.

Adding a participant to no hold conference

About this task

You can add participants to your call while continuing your conversation without interruption. You can add up to six participants in the no hold conference call.

You will get appropriate messages displayed on the top bar of your phone screen when you are attempting no hold conference.

Before you begin

Ensure that your administrator activates the no hold conference feature.

Ensure that you are on a call.

Procedure

1. During an active call, on the phone screen, tap **Features**

2. Tap **No Hold Conf**.
3. You can add users to a no hold conference by using one of the following methods:
 - If an extension number is pre-configured by your administrator, you can press **Select**.
 - If the extension number is not pre-configured, you will get a Destination screen to enter the extension number, press **OK**.
 - You can press the **Contact** button, and select a number from the contact list.
 - You can press the **History** button, and select a number from the list.
4. To add more participants to the existing no hold conference, repeat Steps 2 and 3.

Monitoring other extensions at a glance

About this task

Use this procedure to monitor phones for others. You can see whether an extension is idle or busy at a glance.

Before you begin

Ensure that the administrator enabled the feature.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to the System Numbers.
4. If necessary, scroll to the line button for the extension you want to check.
5. If that extension is in use, the phone displays **Busy** next to the extension number.

About Hotline

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

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

Sending an active call to voicemail

Before you begin

The feature is available only if the administrator enables the option for your extension.

Procedure

To send an active call to voicemail, from the Features screen, select **Transfer to Voicemail**.

Configuring Hearing Aid Compatibility

Procedure

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

Team Button

When the administrator configures the Team Button feature for your phone, you can do the following:

- Monitor another phone to know whether calls are redirected to another phone.
- Monitor another phone to know whether that phone has an active call.
- Answer calls that ring on the monitored phone.

Use the Team Button soft key to:

- Make a speed dial call to the monitored phone. You can do this when the monitored phone is not in use.
- Transfer an active call to the monitored phone.

The call redirection feature, Send All Calls, Call Forward, or ECF might be active on the monitored phone. The monitoring phone can override call redirection when speed dialing or transferring an active call to the monitored phone. The override feature ensures that the call made to the monitored phone rings on the monitored phone and is not routed to the redirected number.

To override call redirection, the administrator must configure on Avaya Aura® Session Manager:

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

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

Answering an active call on a monitored extension

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored extension for which you want to answer the incoming call. Tap the entry for the extension for which you want to answer the ringing call.

Speed dialing to a monitored extension

About this task

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

Before you begin

Ensure that the monitored phone to which you make the call is in an idle state.

Procedure

1. Press **Main menu** and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored phone that you want to call.
4. Tap the entry for the monitored phone that you want to call.

Transferring a call to a monitored phone

About this task

Use this procedure to transfer an active call to a monitored phone.

Before you begin

You must be on an active call.

Procedure

1. Press **Main menu** and scroll to **Features**.

2. Press **Select**.
3. Tap the entry for the monitored phone to which you want to transfer the call.
The system puts the active call on hold and rings the monitored phone.
4. To complete the transfer, perform one of the following actions:
 - Tap the **Complete** soft key.
 - On-hook the handset.
 - Press the **Speaker** button.

Assigning ring tone to a monitored station

About this task

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

Procedure

1. Press **Home**.
2. Select **Settings > Options & Settings > Screen & Sound Options > Team Button Ring Type**.
3. Scroll through the list to select the monitored deskphone.
4. Select the required ring tone from the list and press **Save**.

Chapter 14: Troubleshooting

Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into Failover mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, an icon may appear on the Top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in limbo and functionality may be limited. When the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may again be limited during the transition. When your phone is back on the original server, normal functionality is restored. Failover and failback are automatic; you have no control over failure mode.

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the soft keys at the bottom of the display to determine the actions you can take during failover.

Important:

Do not log your telephone off during failover or until normal service is restored on your original telephone server. Logging off during failover, during transition to or from an alternate server, or while your phone is active on an alternate server may cause your phone to become inoperable.

The following conditions apply when your telephone is in Failover mode:

- If you are on a call when failover occurs, the call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain soft keys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls may be dropped. Incoming calls might not reach you and can go to voice mail.
- Emergency calls might or might not work, depending on the stage of failover and the functionality available on the alternate server.

Troubleshooting

- The Message Waiting Indicator is cleared, but voice mail might still be available if the voice mail server to which calls are being sent is not in failover.
- Transitions back to the normal server will restore all original functionality.

Chapter 15: Resources

Documentation

See the following related documents at <http://support.avaya.com>:

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Session Manager Overview and Specification</i>	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements of the Avaya Aura® Session Manager.	People who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.
<i>Avaya Aura® Communication Manager Feature Description and Implementation</i>	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements of the Avaya Aura® Communication Manager.	People who want to gain a high-level understanding of the Avaya Aura® Communication Manager features, functions, capacities, and limitations.
Avaya IP Office™ Platform Feature Description	See information about the feature descriptions.	People who perform system administration tasks.
Avaya IP Office™ Platform Solution Description	See information about how the products and services interoperate with this solution.	People who want to gain a high-level understanding of the IP Office features, functions, capacities, and limitations.
Implementing		
<i>Deploying Avaya Aura® Session Manager</i>	See the installation procedures and initial administration information for Avaya Aura® Session Manager.	People who install, configure, and verify Avaya Aura® Session Manager on Avaya Aura® System Platform.

Table continues...

Title	Use this document to:	Audience
<i>Upgrading Avaya Aura® Session Manager</i>	See upgrading checklists and procedures.	People who perform upgrades of Avaya Aura® Session Manager.
<i>Deploying Avaya Aura® System Manager on System Platform</i>	See the installation procedures and initial administration information for Avaya Aura® System Manager.	People who install, configure, and verify Avaya Aura® System Manager on Avaya Aura® System Platform at a customer site.
IP Office SIP Telephone Installation Notes	See the installation procedures and initial administration information for IP Office SIP telephone devices.	People who install, configure and verify SIP telephone devices on IP Office.
Administering		
<i>Administering Avaya Aura® Session Manager</i>	See information about performing Avaya Aura® Session Manager administration tasks, including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	People who perform Avaya Aura® Session Manager system administration tasks.
<i>Administering Avaya Aura® System Manager</i>	See information about performing Avaya Aura® System Manager administration tasks, including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	People who perform Avaya Aura® System Manager administration tasks.
Administering Avaya IP Office™ Platform with Manager	See information about short code configurations for the feature list	People who need to access IP Office features using short codes.
Administering Avaya IP Office™ Platform with Web Manager	See information about IP Office Web Manager administration tasks, including how to use the management tool, how to manage data and security, and how to perform maintenance tasks.	People who perform IP Office Web Manager administration tasks.
Maintaining		
<i>Maintaining Avaya Aura® Session Manager</i>	See information about the maintenance tasks for Avaya Aura® Session Manager.	People who maintain Avaya Aura® Session Manager.
<i>Troubleshooting Avaya Aura® Session Manager</i>	See information for troubleshooting Avaya Aura® Session Manager, resolving alarms, replacing hardware, alarm codes, and event ID descriptions.	People who troubleshoot Avaya Aura® Session Manager.

Table continues...

Title	Use this document to:	Audience
Using IP Office System Status	See information about the maintenance tasks for System Status Application.	People who maintain System Status Application.
Using IP Office System Monitor	See information about the maintenance tasks for SysMonitor.	People who maintain SysMonitor.

Related links

[Finding documents on the Avaya Support website](#) on page 107

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select the appropriate release number.
The **Choose Release** field is not available if there is only one release for the product.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.
For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.
7. Click **Enter**.

Related links

[Documentation](#) on page 105

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to <https://support.avaya.com/> and do one of the following:
 - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

 **Note:**

Videos are not available for all products.

Support

Go to the Avaya Support website at <https://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.

Index

A

access limited during failover	103
Activating	
call forwarding	45
activating LNCC	87
Active calls	
directing to cell phone	86
AGC	78
answering call on a monitored extension	31, 101
appointments	
reviewing calendar	64
Assigning ring tone	
forwarded calls	72
monitored station	102
Assigning ring tone,	
monitored station	73
Team Button	73
audio path	
on-hook	69
auto intercom call	95
Autodialing	
calling a person	35
setting up labels	96
automatic call back	96
Avaya support website	108
Away Timer	63
Away Timer enable	63

B

back-panel	15
Background logo	74
Bluetooth	
headset	80
pairing	81
bridged call appearance	
joining	32, 48
Bridged call appearance	
about	47
Bridged Calls	
answering	32, 47
Bridging	48
browser, WML	81
Busy Indicator	
call transfer	
attended transfer	91
blind transfer	91
icons and LED indication	90
making a call	90
making a conference call	91
overview	90
transferring a call	91

button click sounds	
configuring	74
Button labels	
personalizing	70
Button labels, restoring to default labels	70
Button module, adjusting brightness or contrast	71

C

calendar	
reminders	64
reviewing appointments on	64
Calendar	
about	64
Calendar, contacts, preferences	78
Calendar, contacts, setup	78
Calendar, preferences	79
Calendar, setup	79
Call back	96
Call history	
calling from	37
Call history icons	22
Call history log	
about	58
Call parking	94
Call pickup	31, 92
call pickup alert indication	
setting	73
call related features	38
Call Timers	
displaying	68
call transfer	
attended	
consultative	41
to a monitored phone	101
unattended	40
Call Transfer	
Busy Indicator user	91
Call unparking	94
Call-related icons	26
Calling a number	
using Autodial	35
calling a person	
using speed dial	35
calling intercom group	92
calling using intercom	92, 95
calls	
contact list	36
multiple device access	93
switching phone	93
change presence status	62
Changing	
display language	77

Index

cleaning the screen	28	Enabling SAC when DND is active	62
clearing a number	37	encrypted call	87
conference calls		Enhanced Call Forwarding, rules	45
adding a person on hold	42	Error tones	
details	43	turning on and off	74
dropping a participant	43	Exchange contacts	55
putting a call on hold	43	Excluding others from bridging	48
setting up	42	exclusion	48
Conference calls		extension	
about	42	blocking display	95
conference, add participant using no hold conference	98	unblocking display	94
configuring			
long term acoustic exposure protection	97		
Contact icons	22		
contacts		F	
adding from call history	59	failover	103
calling a person	36	Favorites	
deleting	54	setting up	70
editing	53	feature	
LDAP Directory	56, 57	Hunt Group Busy	85
searching	50	Feature name	
Contacts		Feature reference	83
about	50	Feature-related icons	24
adding a new	52	features	
editing primary number	53	priority call	89
selecting	51	Features	83
Continuous Scrolling		accessing	85
turning on and off	75	forwarding	
coverage	44	a call	45
		turning off	45
D		Forwarding	
deactivating LNCC	88	a call	45
Deskphone display icons		Forwarding calls	
about	22	about	44
Dial intercom call	92		
Dialing Options		G	
setting	69	Go To Phone Screen on Calling	
Directed call pickup	32, 33, 93	setting	67
Display		Go To Phone Screen on ringing	
adjusting brightness	71	setting	67
adjusting contrast	71	group page	47
display language		Guest login	18
changing	77		
document changes	11	H	
E		HAC, hearing aid compatibility	78, 100
E.164	37	Handset AGC	78
EC500		Headset AGC	78
Extend Call	86	headset profile	
edit dialing	36	setting	77
Edit dialing	69	History	
emergency call	34	clearing all call entries	60
enable Away Timer	63	of calls	58
enable Bluetooth	80	viewing call details	59
enable wireless headset	75	viewing for calls	58
		History, removing a call from	59

History, turning off [60](#)
 hold
 conference calls [43](#)
 Hold
 putting a call on hold [39](#)
 Home Screen icons [20](#)
 hotline [99](#)
 Hunt Group Busy
 using [86](#)

I

Icons in deskphone display
 about [22](#)
 Icons in telephone display
 about [19, 20, 24, 26](#)
 ignoring calls [33](#)
 incoming calls
 answering [30](#)
 forwarding [45](#)
 sending to coverage [44](#)
 Incoming calls
 directing to multiple telephones [86](#)
 Incoming Calls
 forwarding when you are busy [45](#)
 forwarding when you do no answer [45](#)
 incoming precedence calls
 answering [31](#)
 Intercom group [92](#)

K

key repeat delay [75](#)
 keyboard
 using [27](#)

L

Large text, Text size [72](#)
 LDAP Directory
 contacts [56, 57](#)
 overview [56](#)
 LNCC
 activating [87](#)
 deactivating [88](#)
 Locking your phone [17](#)
 Logging in to your phone extension [17](#)
 Logging in to your telephone [18](#)
 Logging out of your telephone extension [18](#)
 Login as a guest user [18](#)
 Logo [74](#)

M

making a call [34](#)
 contacts list [36](#)

making a call (*continued*)
 priority [89](#)
 malicious call tracing [89](#)
 Microsoft Exchange integration [78, 79](#)
 monitoring other extensions [99](#)
 multiple device access
 handling calls [93](#)
 handling conference [93](#)
 mute alerting [39](#)
 muting calls [38, 39](#)

N

name, number [69](#)
 Navigation arrows
 page control [19](#)
 right [19](#)
 up & down [19](#)
 Network information
 viewing [28](#)
 no hold conference [98](#)
 no hold conference, add participant [98](#)

O

OAuth authentication [79](#)
 On-hook dialing [69](#)
 on-screen keyboard
 about [27](#)
 Options & Settings
 about [66](#)
 call history [60](#)
 call pickup alert settings [73](#)
 configuring visual alerts [68](#)
 go to phone screen on calling [67](#)
 go to phone screen on ringing [67](#)
 phone screen on calling [67](#)
 redial settings [68](#)
 Setting Autodial numbers [96](#)
 setting call pickup ring tone [74](#)
 Setting dialing options [69](#)
 Setting favorites [70](#)
 setting ring tone [72](#)
 Setting speed dial numbers [70](#)
 setting the Quick Touch panel [76](#)
 Options & Settings call history [60](#)
 outgoing calls
 blocking extension display [95](#)
 edit dialing a number [36](#)
 making a call [34](#)
 making a call on a bridged line [48](#)
 redialing a number [35](#)
 unblocking extension display [94](#)
 overview
 Hunt Group Busy [85](#)

Index

P

page	33, 88
Parking calls	94
Phone Screen on Calling	
setting	67
Phone Screen on ringing	
setting	67
Phone Settings	
about	66
Picking up calls	31–33, 92, 93
presence	61
Presence icons	25
Primary Number	
changing	53
problems with the phone	103
protection	
long term acoustic exposure	97

Q

Quick Touch panel	
configuring	76

R

recents	
calling from	37
redial	35
redial options	
setting	68
related documentation	105
Return to Home Screen option	71
Ring tone	
selecting	72
setting for call pickup	74

S

screen	
cleaning	28
Scrolling and navigation	
about	19
Search	
database	50
extended	50
secure	
calls	87
selecting ring tone	72
SENDALL	44
setting	
headset profile	77
setting headset profile	77
setting, editing, disabling	45
signaling	75
SLA Mon™	96

Speaker	78
speed dialing	
calling a person	35
Speed Dialing	
setting up	70
support	108

T

team button	
speed dialing	101
Team Button	31, 100, 101
transferring a call to a monitored phone	101
Telephone display icons	
about	19, 20, 24, 26
telephone stand	
about	16
deskphone stand	16
Time format	77
tooggling	69
tracing calls	89

U

Unparking calls	94
URI dialing, making a call	36
using	
Hunt Group Busy	86

V

videos	107
view contact presence status	61
Visiting user, logging in as	17
Visual Alerts	
configuring	68
voice mail	
sending an incoming call	100

W

Whisper page	33, 88
WML browser, browser	81