

Using Avaya 9608/9608G/9611G IP Deskphones H.323

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

- It is possible that this equipment or device may not cause harmful interference, and
- 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
- 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.

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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
- 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. Highpower 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

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Chapter 1: Introduction

Purpose

This document describes how to use product features and capabilities.

Intended audience

This document is intended for people who want to learn how to use product features and capabilities.

Chapter 2: Setting up the deskphone



Note:

Your deskphone might have labeled buttons.

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

Callout Number	Name	lcon if applicable	Description
1	USB port	N/A	You can use a USB device such as a memory stick, thumb drive, or flash drive to transfer contacts between your phone and an external data source. The USB option is available only if the administrator has configured the feature for your extension. See <u>Using USB flash drives</u> with your phone on page 20 for more information . You can use the USB port for login and as a picture source for screensaver.You can also recharge some battery- powered devices by connecting the device to the USB port.Note: The 9608 and 9608G models do not have a USB port.
2	Message waiting indicator	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.
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.

Table continues...

Callout Number	Name	lcon if applicable	Description
4	Features and call appearance lines	N/A	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. For an incoming call, the green LED blinks. While the deskphone is off- hook, both the red and the green LED glow. Lines also indicate if the system has enabled or disabled a feature in the Feature view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.
			😢 Note:
			For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.
5	Softkeys	N/A	Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen that the phone displays.
6	OK and navigation	N/A	The OK button performs the action of the highlighted option of a menu.
	arrows		Use the right and left navigation arrows to navigate from one screen to another, or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another. However, if you are using the half-width mode, the up and down navigation arrows move one screen at a time, instead of one line at a time.
7	Phone		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:
			• Hold
			Conference
			• Transfer
			• Drop call
8	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.
9	Contacts		When you press Contacts , the Phone screen displays the entries in your contact list.

Table continues...

Callout Number	Name	lcon if applicable	Description
10	Home	Α	When you press Home , you gain access to the Avaya Menu to configure options and settings, access the browser or any applications available.
11	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.
12	Volume	+ 1 -	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.
13	Mute	k	Press the Mute button to mute a call in progress. To take a call off mute, press Mute again.
14	Speaker	1	Press the Speaker button to use the speakerphone. To take a call off speakerphone, lift the handset or press the Headset button.
15	Headset	3	

Deskphone stand

You can place the phone on the stand in a flat position or at an angle. To place the phone vertically for wall mounting, reverse the tab located under the switchhook in the top ear piece pocket 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.

Logging in to your phone

About this task

Perform this task to log in to your phone. Log in from the initial screen when it prompts you for your extension.

The phone stops at the discovery mode in the following conditions:

- The login credentials are incorrect.
- The phone is logged in but one of the gatekeepers is not reachable because of an upgrade or a network outage. In the discovery mode, press **Reset**. The phone deletes the credentials from the memory, reboots, and displays the Login page.

If the administrator has enabled the offline Call Log feature on the deskphone, the deskphone downloads the call log database when you log in. The offline call log database stores the calls that landed on the deskphone while you were not logged in. These calls are added to the call history as missed calls.

Procedure

- 1. Press Log In.
- 2. Enter your extension.
- 3. Press Enter or OK or #.
- 4. Enter your password. Enter the password that the administrator assigned to you.
- 5. If your administrator configured the system to allow visiting users, the deskphone prompts for the Login mode. Use the right or left navigation arrow to indicate whether you are a visiting user of this deskphone (**Visiting User**) or not (**Default**).
- 6. Press Enter or OK or #.

Logging out of your deskphone

About this task

If the administrator has enabled the offline Call Log feature on the deskphone, the deskphone downloads the call log database when you log in. The offline call log database stores the calls that landed on the deskphone while you were not logged in. These calls are added to the call history as missed calls.

Procedure

- 1. Press Home.
- 2. Press Log Out to choose Log Out.
- 3. Press Log Out or OK.
- 4. Press Log Out to confirm.

If you logged in to this deskphone as a guest user, the deskphone restores the original settings on logout.

Logging in as a guest user

About this task

Use this procedure to log in to another phone as a guest and use the features and functionality available on your phone.

😒 Note:

The guest user login option is available on your phone only if the administrator has configured this feature. Guest user login does not use the Contacts list available on the phone. The previous Contacts list is cleared, and the phone displays only the contacts of the guest user.

Procedure

- 1. Press Home
- 2. Press Main menu.
- 3. Select Guest Login.
- 4. Enter your extension number.
- 5. Press Enter.
- 6. Enter your password.
- 7. Press Enter.
- 8. Scroll left or right to select the duration from 1 to 12 hours for using this phone.

You can log out at any time despite the duration that you select.

9. Press Enter.

Chapter 3: Navigation

Navigation tips

When navigating through the options and features on your deskphone display, use the navigation arrow buttons on your phone to select feature or options.

The deskphone displays navigation icons () on the phone display to indicate that you can scroll to more options or information.

The secondary display has a left and right keys to navigate the pages.

Menu options

The following image shows the menu options that are available to you to view the current settings and configure the required parameters on the 9600 Series IP Deskphones.



😵 Note:

Bluetooth[®] setup option is available on the Avaya 9641G and 9641GS IP deskphones. Your deskphone might not display some options on your deskphone if your administrator has not configured the options for your extension.

Accessing the Features screen

About this task

Use this task to gain access to the Features screen.

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

Procedure

1. On the Phone screen, use the right navigation button to gain access to the **Features** screen.

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

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

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

Related links

CM administrable features on page 17

CM administrable features

The Features menu displays the options that the administrator can configure for your phone. The names of features are often abbreviated to fit into the display area of your deskphone or button module. See the following table for information on standard feature names and their abbreviations. All features described here might not be available on your extension. For more information about a feature, contact your administrator.

Feature Name	Abbreviation
Automatic Dialing	Autodial or SD
Automatic Intercom	Auto Icom or AI
Automatic Callback	Auto Callback, AutoCB
Call Forwarding All Calls	Cfrwd or CFwrd
Call Forwarding Busy/Don't Answer	CFBDA
Park a Call	Call park
Call Pickup	Call pickup
Calling Party Number Blocking	CPN Block
Calling Party Number Unblocing	CPN Unblock
Dial Intercom	Dial Icom
Directed Call Pickup	Dir Pickup

Table continues...

Feature Name	Abbreviation
EC500	EC500
Exclusion (Calling Party)	Exclusion
EC500 Extended Calling	Extend Call
Extended Call Pickup	Ext Pickup
Malicious Call Tracing Activation	MCT Act
One-step Recording	Audix Record
Priority Calling	Priority Call
Send All Calls	SAC
Whisper Page	Whisper Act

Note:

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

Related links

Accessing the Features screen on page 17

Chapter 4: Administered options

Administrative messages

Your administrator can send or push important messages such as notification of an early office shut down because of bad weather. The administrator can also send information about an imminent service interruption to your deskphone.

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

- A text message streaming across the top display line, that also accompanies an audible alert.
- An audible alert broadcast through the Speaker or the headset if that device is active.
- · An interrupt screen notifying you that you are receiving an audio alert.

While receiving an audible alert, you can change between the speaker, handset, and headset, can stop the transmission of pushed audio content by going on-hook, and can adjust the volume, as you normally do during a call.

Call Recording

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

Ringing on wireless headsets

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

😵 Note:

This feature is available only if your administrator has configured the feature for your deskphone.

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

When an incoming call arrives:

- If the deskphone is in an idle mode, you hear continuous beeps in the wireless headset.
- If the phone is already in a headset call, you hear a short beep in the wireless headset.

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.

Gain access to the browser through **Main Menu**. If you do not see the **Browser** option on Main Menu, Web applications must be available for your phone.

Using USB flash drives with your phone

You can use Universal Serial Bus (USB) flash drive if your deskphone has a USB interface and you have the permission of the administrator. When you log in to your phone from a remote location, you can use the USB flash drive to add contacts to your Contacts list from an E-mail or other PC software program, and use the pictures from the device as screensaver on your phone.

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

The USB profile login feature is provisioned by the administrator. You can log on to the deskphone based on the USB profile on the USB flash drive connected to the phone. In the USB profile login, only the contacts saved on the USB drive are displayed. You can log out by removing the USB drive.

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

Adding contacts from an external file to your contacts list

About this task

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

😵 Note:

If your administrator has made a special application available that allows you to log in to your phone through a USB device, and you log in using that method, the only contacts you can see are those on the USB device.

Procedure

- 1. Plug the USB device into the jack near the center top edge of your phone.
- 2. Press Select or OK to select Merge file and phone contacts.

The phone displays the Merge option only when both the USB file and the phone have contacts.

- 3. The phone merges the contacts automatically. When complete, review the statistics displayed, which show the number of entries, duplicates, and any errors.
- 4. Press **Save** or **OK** to write the merged Contacts list back to the USB device and return to the list of contacts/USB actions or press **Exit** to return to the list of contacts/USB actions without writing the merged file to the USB device.

😵 Note:

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

Overwriting contacts list with an external file

About this task

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

Procedure

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

Copying your contacts list to a USB flash drive

About this task

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

Procedure

- 1. Plug the USB flash drive into the jack near the center top edge of your phone.
- 2. Scroll down to Write file with phone contacts.
- 3. Press Select or OK.
- 4. If your USB device has a contacts file, press **Save** or **OK** to confirm that you want to overwrite that file with the contact list on the phone.

Temporarily using a USB contacts list

About this task

If you connect the USB flash drive to the phone, you can use the contacts file on the drive instead of the contact list on your phone. For example, copy your contacts list to your USB flash drive and take the device with you while traveling. If you have access to a 9600 Series guest phone with the latest phone software at another site, you can attach the USB flash drive and use your contacts list.

- 1. Plug the USB flash drive with the contacts file you want to use into the designated jack near the center top edge of your phone.
- 2. Scroll down to Use contacts file while present.
- 3. Press Select or OK.
- 4. Press **OK** to gain access to the contacts list on your USB flash drive.

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

Using pictures from your USB device as a screensaver

About this task

If your USB device has a top level folder named \Pictures or another picture folder that is properly administered, you can use pictures in that directory as the screensaver on your phone.

By default, a picture is displayed for 5 seconds. The administrator can configure the time to display. The maximum height and width for each picture on a 9611G IP deskphone is 320 x 240 pixels.

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

In addition to the features described in the <u>Using USB Flash Drives with your phone</u> on page 20 the Avaya one-X[®] Deskphone USB Companion application includes a tool to convert your pictures to the correct format.

Procedure

- 1. Plug the USB device into the designated jack near the center top edge of your phone.
- 2. On the phone, press the **Home** button.
- 3. Select **My Pictures** to immediately begin displaying the pictures from your USB picture folder on the phone and then whenever the screen display "times out" after the administered idle period.

😵 Note:

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

Chapter 5: Call handling

Answering incoming calls

Answering a call

About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you might need to select the call you want to answer manually. If you do not have the **Go to Phone on Ringing** option enabled, you must press **Phone** to choose a line or view call options.

😵 Note:

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

Procedure

Answer an incoming call in one of the following ways:

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

Making calls

Making a call

About this task

If you are not on a call, dial the number you want to call. 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.

Procedure

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

If you are on a mute call, you can select an available call line appearance by using **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.

Procedure

- 1. On the Phone screen, press Emerg.
- 2. To end the emergency call, press **Drop**.

Calling a person from the Contacts list

About this task

Use this procedure to call any contact from the Contacts list. You can find a name by scrolling to it or by using the search box. Use the dialpad keys to enter the first few letters of the name, and the screen displays the first match in your list.

Procedure

1. Press Contacts.

- 2. Select the person or primary number that you want to call.
- 3. **(Optional)** To call a non-primary number, select the person, press **Details**, then select the desired number.
- 4. 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.

5. Press Call.

Calling a person from the call history

Procedure

- 1. Press Recents.
- 2. Scroll to the left or right to view the list of all calls, or separate lists of missed, answered or outgoing calls.
- 3. Scroll up or down to select the person or number you want to call.
- 4. Select the person or number you want to call.
- 5. Press the **Call** softkey or the **OK** button or press the corresponding line key.

Making a call using edit dialing

Before you begin

Ensure that the Edit Dialing feature is enabled on your phone.

About this task

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

- 1. On the Phone screen, enter the number you want to call.
- 2. To edit the number, press **Bksp** to erase one character at a time.
- 3. To remove the entire number, press Clear
- 4. Press Call.

Calling a person from the directory

About this task

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

Procedure

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

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

- 3. Select **Next** to view the names alphabetically in the directory.
- 4. Press **OK** or enter the next letter.
- 5. Select **Make Call** when you see the name to which you to want to make a call to.
- 6. Press **OK** to dial the call.

Redialing a number

Procedure

1. From the Phone screen, press 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.

2. If you are working with a redial list, scroll to the number to call and press **Call** or **OK** or press the corresponding line key (LED).

Your system administrator can disable Redial functionality.

Clearing a number

Procedure

Press Clear to erase all dialed digits 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.

Making a call using a Click to dial link

About this task

You can use the Click to Dial feature to make a call from a WML browser or any other screen that provides a dialing link. Usually, a handset icon indicates a line with this type of link.

Procedure

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

Result

The phone starts a call to the person or number associated with the click to dial link.

Transferring a call

Procedure

- 1. From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
- 2. Press Transfer.
- 3. Dial the number if you know the number or call the person from the contacts list or from the history list.
- 4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call.

Muting a call

About this task

While on a call, you can mute the microphone of your phone so that the other party cannot hear you.

Procedure

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

😵 Note:

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute is turned off.

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

Putting a call on hold

Procedure

- 1. Press Phone to view the main Phone screen, if necessary.
- 2. Select the active line you want to put on hold.
- 3. Press Hold.

😵 Note:

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

4. Press **Resume**, **OK** button, or the line button of the held call to retrieve the call.

Call forwarding

You can forward your incoming calls to another number or to voice mail. The forwarding features available on your phone depend on the options your administrator has set. For more information about the options available on your extension, contact your administrator.

Related links

Activating call forwarding on page 29 Activating Send All Calls on page 30

Activating call forwarding

Procedure

- 1. Gain access to the Features screen.
- 2. Scroll to choose Call Forward.
- 3. Press **Select** or the corresponding line button.
- 4. Enter the destination number to which you want to forward your calls.
- 5. Press #.

😵 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.

Related links

Call forwarding on page 29

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

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

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

😵 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. Navigate to the Features screen.
- 2. Scroll to choose Send All Calls.
- 3. Press Select or OK or the corresponding line button to activate the feature.

Related links

Call forwarding on page 29

Chapter 6: Call History

Viewing the call history

Procedure

1. Press Recents.

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

2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.



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

3. Scroll up or down to view the entries on the list.

Viewing call history details

Procedure

- 1. Press Recents.
- 2. Select the number you want to view.
- 3. Press Details.

If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number.

4. To return to the list view, press Back .

Adding an entry from the call history to your contacts list

Procedure

1. Press Recents.

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

Removing an entry from call history

Procedure

- 1. Press Recents.
- 2. Select the number you want to delete.
- 3. Press More, and then press Delete.
- 4. Press **Yes** to confirm the deletion.

Clearing all call history entries

About this task

Clearing all entries from the call history deletes all 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, pressing **Clear All** deletes all calls.

Procedure

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

Turning off call history

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.

- 1. Press Home.
- 2. Press Main Menu.
- 3. Select **Options & Settings > Application Settings**.

- 4. To select the type of call history logging that you want to turn off, perform one of the following actions:
 - To turn off logging your calls, select **History**.
 - To turn off logging the bridged lines, select Log Bridged Calls.
- 5. Press Change or OK or the corresponding line key to turn call history logging on or off.
- 6. Press Save.

Chapter 7: Contacts

Using the contacts feature

You can save up to 250 names and up to 3 telephone numbers for each name.

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.

Adding a new contact

About this task

You can add up to three numbers for a contact.

Procedure

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

😵 Note:

If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after

the character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.

- 3. Scroll to the next field.
- 4. Enter the number.
- 5. Press **More > Primary** if applicable.

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

- 6. Scroll to the next field and choose the type of number entered (General, Work, Mobile, Home)
- If you have another number for this contact, select the next field and repeat Step 5 to Step 6.

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

8. Press Save.

Deleting a contact

Procedure

- 1. Press Contacts.
- 2. Select the contact to delete.

Editing a contact

- 1. Press Contacts.
- 2. Search for and select the contact you want to edit.
- 3. Press More > Edit or Details > Edit.
- 4. Choose the field you want to edit.
- 5. Use the dial pad and softkeys to change the contact information.
- 6. Press Save.

Viewing the details for a contact

Procedure

- 1. Press Contacts.
- 2. Select the contact that you want to view.
- 3. Press **Details** to see the information available for that contact.

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

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

Searching for a contact

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

Procedure

- 1. Press Contacts.
- 2. Using the dial pad, start typing the name which you want to search.

A contacts search is case-sensitive and depends on how your Contact list is set up. If you set up your contacts as "Last Name, First Name" start typing the letters of the last name. If you have set up your contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.

Next steps

Press **Call** to call the person or press **More** > **Edit** to edit contact information.

Chapter 8: Conferences

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.

Adding a person to an active call

About this task

You can add participants to an active call to set up a conference call.

Before you begin

Start a call.

Procedure

To make a call to a participant, do one of the following:

- Dial the phone extension by using the dial pad.
- Call the person from the Contacts list or the Recents list.

Adding a person on hold to a conference call

About this task

Use this task to add a person that you have put on hold to a conference call.

- 1. During an active call, press Hold.
- 2. Do one of the following:
 - To make a new call, press New Call and dial the extension of the second person.
 - To make a new call, press new line key.

• To answer an incoming call, press Answer.

😵 Note:

To toggle between the calls, press Swap.

• To answer an incoming call, press Answer.

Dropping a person from a conference call

About this task

This feature is not available on all systems.

Procedure

- 1. From the Phone screen, select your active conference call.
- 2. Press Details.

Ensure that your administrator has configured the **Details** softkey.

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

Dropping or Disconnecting the last participant from a conference call

About this task

You can use this procedure to disconnect the last participant who joined the conference. You cannot disconnect other participants after you disconnect the last participant. You can use this method to disconnect a participant again after you add another participant.

Procedure

From the phone screen, select your active conference call.

Result

The participant who was added last gets disconnected from the conference.

Putting a conference call on hold and resuming a call

About this task

Use this procedure to put a conference participant on hold, while other participants continue the conference call.

Procedure

Do one of the following:

· Select the call appearance to resume the conference call.

Muting a person on a conference call

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

Procedure

- 1. From active conference screen, select the line of the person you want to mute during a conference call.
- 2. Press Details.

Ensure that your administrator has configured the **Details** softkey.

- 3. Select the line of person you want to mute, press Silence soft key.
- 4. Press Silence again to take the person off mute.

Chapter 9: Using bridged call appearances

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

Procedure

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

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

2. Press Answer.

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. Select the bridged line you want to use.

- 2. Press **OK** or select the corresponding call appearance to get a dial tone.
- 3. 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.

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. Select the bridged call in progress that you want to join.
- 2. Press the Bridge softkey or OK or press the corresponding line key.

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 10: Using Voicemail

Receiving your messages

About this task

The **Message** button and the Message Wait indicator at the upper right corner glows red to indicate that you have a message.

Procedure

Press the **Message** button to access your voice messages.

Retrieving a voice message

About this task

Use this procedure to listen to your voicemail messages. The **Message** button and the Message Wait Indicator at the upper right corner of the phone lights to indicate that you have a voice message.

For more details on using your voicemail services see, *Avaya OneCloud-ReadyNow Messaging Service User Guide*.

Before you begin

- Ensure that the system administrator configures the voicemail for your extension.
- Obtain the user ID and password of your voicemail from your system administrator.

- 1. To log in to your voicemail, press the Message button.
- 2. Follow the voice prompts to playback your voice messages.

Chapter 11: Customizing your phone

Options & Settings

The Options & Settings menu contains the following submenus:

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

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

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

Screen & Sound options includes choices for adjusting brightness, ring pattern , button clicks, and tones.

The **Advanced Options** menu includes choices for backing up and restoring your settings, options.

You can also set AGC (Automatic Gain Control) for your headset, handset, and the speaker audio.

Call Settings

Setting Go to Phone Screen on Calling

About this task

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

Procedure

1. Press Avaya Menu.

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

Setting Go to Phone Screen on Ringing

About this task

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

Procedure

- 1. Press Home.
- 2. Press Main menu.
- 3. Select Options & Settings or Phone Settings.
- 4. Press Select or OK.
- 5. Select Call Settings.
- 6. Press Select or OK.
- 7. Select Go to Phone Screen on Ringing.
- 8. Press Change or OK.
- 9. Press Save.

Setting Go to Phone Screen on Answer

About this task

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

- 1. Press Home.
- 2. Press Main menu.

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

Displaying call timers

About this task

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

Procedure

- 1. Press Main Menu.
- 2. Press Select to select Options & Settings > Call Settings > Display Call Timers.
- 3. Press Change to select Yes or No.
- 4. Press 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.

- 1. Press Main Menu.
- 2. Press Select to select Options & Settings > Call Settings > Redial.
- 3. Press Change to select one of the following options:
 - One Number: To dial the last dialed number.
 - List: To display the last four dialed numbers.
- 4. Press 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. Press Select to select Options & Settings > Call Settings > Visual Alerting.
- 3. Press Change to select On or Off.
- 4. Press 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. Press Select to select Options & Setting > Call Settings > Audio Path.
- 3. Press Change to select Headset or Speaker.
- 4. Press Save.

Setting contact names to display during calls

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

- 1. Press Home.
- 2. Press Main menu.
- 3. Select Options & Settings or Phone Settings.
- 4. Press Select or OK.
- 5. Select Call Settings.
- 6. Press Select or OK.

- 7. Select Pair Contacts to Calls.
- 8. Press Change or OK to change the setting to On or Off.
- 9. Press 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.

Procedure

- 1. Press Main Menu.
- 2. Navigate to Options & Settings > Call Settings > Edit dialing.
- 3. Press Change to select On (Enabled) or Off (Disabled).
- 4. Press Save.

Setting Headset Signaling

About this task

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

😵 Note:

Not all the headsets support audible alerts.

- 1. Press Home.
- 2. Press Main menu.
- 3. Navigate to **Options and Settings > Call Settings > Headset Signaling**.
- 4. Select from the three settings using the corresponding buttons:
 - **None**: No ringing tone is sent to the headset. Headset remains on hook till headset switch-hook button is pressed for an incoming call.
 - Switchhook and Alerts: On an incoming call, the phone plays an alert tone in the headset every 5 seconds.

- **Switchhook only**: The phone does not send the ringing tone to the headset. The headset switch-hook button is non functional.
- 5. Press Save.

Application Settings

Activating call log history

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

Procedure

- 1. Press Home.
- 2. Press Main menu.
- 3. Select Options and Settings.
- 4. Select Application Settings.
- 5. Select **History**.

The phone sets the option to **Off** by default. Press **Change** to change the setting to **On**.

6. Press **Save** to save the change.

Activating call log for bridged calls

About this task

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

Procedure

- 1. Press Home.
- 2. Press Main menu.
- 3. Select Options & Settings.
- 4. Select Application Settings.
- 5. Navigate to Log Bridged Calls.

The phones sets the option to No by default. Press Change to change the setting to Yes.

6. Press **Save** to save the change.

Personalizing labels

About this task

You can change the labels that the phone displays for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to *My Line*. If you have a button module attached to your 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. Select Options & Settings or Phone Settings.
- 3. Press Select or OK.
- 4. Select Application Settings.
- 5. Select Personalize Labels.
- 6. Press Change or OK.

The phone displays the labels which you can edit.

7. Select the label you want to edit.

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

- 8. Press Edit.
- 9. Edit the label.

Press More then Clear to clear all text fields and start again.

- 10. Press Save or OK.
- 11. (Optional) To revert to the default button labels, select Main Menu > Options & Settings > Application Settings > Restore Default Button Labels.
 - a. Press Select.
 - b. Press Default.

Restoring default button labels

About this task

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

Procedure

1. Press Home.

- 2. Press Main menu.
- 3. Select Options and Settings.
- 4. Select Application Settings.
- 5. Navigate and select Restore Default Button Labels.
- 6. Press Change.
- 7. Press Default.

Screen & Sound Options

Adjusting the brightness of the display

Procedure

- 1. Press Home.
- 2. Press Main menu.
- 3. Select Options & Settings or Phone Settings.
- 4. Press Select.
- 5. Select Screen & Sound Options.
- 6. Press Select.
- 7. Select Brightness or Contrast.
- 8. Press Change.
- 9. Select **Phone** or an attached button module.
- 10. Scroll to the right or left to adjust the brightness or contrast.
- 11. Press Save.

Turning button click sounds on and off

About this task

Use the procedure to turn off button click sound.

- 1. Press Main Menu.
- 2. Press Select to select Options & Settings > Screen & Sound Options > Button Clicks.

- 3. Press Change to turn sound on or off.
- 4. Press 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. Press Select to select Options & Settings > Screen & Sound Options > Error Tones.
- 3. Press Change to turn error tones on or off.
- 4. Press Save.

Changing text size

About this task

Use this procedure to change font size of the text in phone display.

Note:

This feature is applicable only for the English language.

Procedure

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

😵 Note:

The Text Size option is available only if the administrator has configured the feature through the settings file.

8. Press Change or OK to change the text size.

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

9. Press Save.

Setting the phone screen width

Procedure

- 1. Press Main menu.
- 2. Press Home.
- 3. Press Select to select Option & Settings > Screen & Sound Options > Phone Screen Width.
- 4. Press Toggle to select one of the following options:
 - Full: Each call appearance or feature occupies the entire width of a line.
 - **Half**: Each call appearance or feature occupies half the width of a line, effectively splitting the screen in two halves.
- 5. Press Save.

Changing the ring pattern

Procedure

- 1. Press Avaya Menu.
- 2. Press Home.
- 3. Press Main menu.
- 4. Select Options & Settings or Phone Settings.
- 5. Select Screen & Sound Options.
- 6. Press Select or OK.
- 7. Scroll to Personalized Ringing and press Change.

Two ring tone categories are available — Classic or Rich. Each category contains eight distinctive ring patterns. The ring tone currently selected displays on the status line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The phone displays the Rich category ring tones by default. The softkey **Classic** indicates the other ring tone category, to allow you to switch between categories.

8. Select a displayed ring pattern, or press the alternate ring tone category softkey **Rich** or **Classic** to select from the eight ring patterns.

🕒 Tip:

Use the Rich/Classic softkey to toggle between the two sets of patterns.

- 9. If necessary, scroll through the patterns and select one. The phone plays the ring tones once through the speaker as you scroll through the list. Press **OK** to listen to selected ring tone again. Press **Change** to move from one ring tone to the next.
- 10. If necessary, scroll through the patterns and select one. The phone plays the ring tones once through the speaker as you scroll through the list. Press **OK** to listen to selected ring tone again.
- 11. Press **Save** to save your selection.

Changing the display language

Procedure

- 1. Press Home.
- 2. Press Main menu.
- 3. Select Options & Settings or Phone Settings.
- 4. Press Select.
- 5. Select Screen & Sound Options.
- 6. Press Select.
- 7. Select Language.
- 8. Select a display language.
- 9. Press Select.
- 10. Press Yes to confirm the selected language.

Advanced options

Backing up and restoring your data files

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

Procedure

- 1. Press Main menu > Options & Settings.
- 2. Press Select or OK.
- 3. Select Advanced Options.
- 4. Press Select or OK.
- 5. Select Backup/Restore.
- 6. Ensure that you select the **Manual Backup** line, then press **Backup** to start the data file backup.

The top line displays messages to inform you the backup is in progress and when the backup is complete.

When the backup is in progress, it shows message Backup in progress. When the backup is complete, it shows message Backup successful or Backup failed depending on the bruri parameter values in the settings file.

7. To restore your data from a backup file, be sure that you select the **Manual Restore** line, then press **Restore**.

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

When the restore is in progress, the phone displays Retrieval in progress. When the restore is complete, the phone displays either Retrieval successful or Retrieval failed.

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.

- 1. Press Main menu.
- 2. Scroll to Settings, and press Select.
- 3. Scroll to Audio, and press Select.
- 4. Select Advance options
- 5. Press Home.
- 6. Press Main menu.
- 7. Press Select to select Options & Settings > Advanced Options > Automatic Gain Control.

- 8. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
- 9. Press Change to turn AGC on or off.
- 10. Press Save.

Selecting handset audio equalization

About this task

For most people, this option is irrelevant. For certain people with hearing difficulties, however, this option can change the audio characteristics of the phone and make it easier to hear the far end.

Procedure

- 1. Press Avaya Menu.
- 2. Press Home.
- 3. Press Main menu.
- 4. Select Options & Settings.
- 5. Select Advanced Options.
- 6. Navigate to Handset Equalization.
- 7. Press Change.
- 8. Select the setting which you want to change by pressing the button against the setting. Default setting delivers standard audio performance unless otherwise modified by your administrator. Audio Opt. delivers standard audio performance, regardless of what your administrator has chosen. HAC Opt. setting delivers "Hearing Aid Compatibility" performance. Amplified. setting allows users to reset the volume level to nominal between calls.
- 9. Press Save.

Acoustic Protection

9600 Series IP Deskphones have the acoustic exposure protection, to protect the user's ears from the acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limit. The user can set the permissible acoustic limit to dynamic or predefined static values. In dynamic setting, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:

Only L100 Series Headsets with RJ9 connector supports acoustic exposure protection.

Related links

Configuring acoustic exposure protection on page 56

Configuring acoustic exposure protection

About this task

Use this procedure to configure the acoustic exposure protection for your headset.

Before you begin

Ensure to use L100 Series Headsets.

Procedure

- 1. Press Main menu.
- 2. Scroll to Options & Settings, and press Select.
- 3. Scroll to Advanced Options, and press Select.
- 4. Scroll to Acoustic Protection..., and press Select.
- 5. Choose one of the following and press Select:
 - **Default**: Sets the acoustic protection values to one of the following options that your administrator sets:
 - Dynamic 8 hours 4 hours Off

This configured value is the default setting for acoustic protection that your administrator sets.

- Off: Sets the acoustic protection off.
- **Dynamic**: Sets the acoustic feature to Dynamic, which activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.
- 8 hours : Sets the acoustic protection for 8 hours.
- 4 hours: Sets the acoustic protection for 4 hours.
- 6. Press Save.

Related links

Acoustic Protection on page 55

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, and press Select.

Using the call timer

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

Procedure

- 1. To change the value of the displayed call timer, from **Option and Settings**, press the **Call setting** button.
- 2. Select a Y or N value from the Display Call Timers field.
- 3. Click OK.

Related resources

Documentation

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

Document number	Title	Use this document to:	Audience
Implementing			

Table continues...

Document number	Title	Use this document to:	Audience
16–603603	Installing and Maintaining Avaya 9608/9608G/9611G/ 9621G/9641G/9641GS IP Deskphones H.323	Refer to tasks related to installing and upgrading the deskphone.	Administrators
Using			
16–603594	Using Avaya 9621G/9641G/ 9641GS IP Deskphones H.323	Refer to tasks related to using the deskphone.	End users and administrators
16-603593	Using Avaya 9608, 9608G, and 9611G IP Deskphone H. 323	Refer to tasks related to using the deskphone.	End users and administrators
16-603613	Using Avaya 9608/9608G/ 9611G/9621G/ 9641G/9641GS IP Deskphones H.323 for Call Center Agents	Refer to tasks related to using the deskphone in a call center.	Call center agents
Administering			
16-300698	Administering Avaya IP Deskphone 9608/9608G/ 9611G/9621G/9641G/9641GS H.323	Refer to performing administrative tasks related to the deskphone.	Administrators

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.

Procedure

- To find videos on the Avaya Support website, go to <u>https://support.avaya.com/</u> 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 <u>www.youtube.com/AvayaMentor</u> 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 <u>https://support.avaya.com</u> 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.

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