



**Avaya one-X™ Deskphone Edition  
for 9620 IP Telephone  
User Guide**

16-300699  
Issue 4  
May 2008

## Contents

<b>Notices.....</b>	<b>5</b>
<b>Introduction to the 9620 IP Telephone.....</b>	<b>7</b>
Overview.....	7
Scrolling and Navigation.....	8
About Icons.....	9
Telephone Stand.....	9
<b>Avaya Menu.....</b>	<b>10</b>
Options & Settings.....	10
Setting Go To Phone Screen on Calling.....	11
Setting the Go To Phone Screen on ringing.....	11
Changing the voice dialing setting.....	11
Changing the voice dialing language.....	12
Setting redial options.....	12
Configuring call timers.....	12
Configuring visual alerts.....	12
Setting the audio path.....	13
Setting contact names to display during calls.....	13
Adjusting the brightness or contrast of the display.....	13
Turning button click sounds on and off.....	13
Turning error tones on or off.....	14
Turning large text on or off.....	14
Changing the ring pattern.....	14
Changing the language.....	14
Personalizing button labels.....	15
Browser.....	15
Accessing your browser.....	15
<b>Features menu.....</b>	<b>15</b>
Accessing the Features menu.....	16
Calling a person from the directory.....	16
Configuring simultaneous ringing for multiple telephones (EC500).....	16
<b>Answering a Call.....</b>	<b>16</b>
<b>Sending an incoming call directly to voicemail.....</b>	<b>17</b>
<b>Ignoring an incoming call.....</b>	<b>17</b>
<b>Making a Call.....</b>	<b>17</b>
Making an emergency call.....	17
Clearing a number.....	18
Redialing a number.....	18
Using voice dialing.....	18
Calling a person from the Contacts list.....	19
Calling a person from the call log.....	19
<b>Muting a Call.....</b>	<b>19</b>
<b>Putting a Call on Hold.....</b>	<b>19</b>

<b>Transferring a Call.....</b>	<b>19</b>
<b>Forwarding Calls.....</b>	<b>19</b>
Send all Calls.....	20
Call Forwarding.....	20
<b>Conference Calls.....</b>	<b>20</b>
Setting up a conference call.....	20
Adding a person on hold to a conference call.....	20
Putting a conference call on hold.....	21
Muting a person on a conference call .....	21
Dropping the last person added from a conference call.....	21
Dropping a person from a conference call.....	21
<b>Bridged Calls.....</b>	<b>21</b>
Answering a call on a bridged line.....	21
Joining a call on a bridged line.....	22
Making an outgoing call on a bridged line.....	22
<b>Contacts.....</b>	<b>22</b>
Searching for a contact.....	22
Viewing Contacts details.....	23
Adding a new contact.....	23
Editing a contact.....	23
Deleting a contact.....	24
<b>Importing and Exporting Contacts using USB Flash Drives.....</b>	<b>24</b>
Adding contacts from an external file to your contacts list.....	24
Replacing your contacts list with an external file.....	25
Copying your contact list to a USB flash drive.....	25
Temporarily using a USB contacts list.....	25
<b>Call Log.....</b>	<b>26</b>
Viewing the call log.....	26
Viewing call log details.....	26
Adding an entry from the call log to your Contacts list.....	26
Removing an entry from the call log.....	26
Clearing all entries from the call log.....	27
Turning off call logging.....	27
<b>Getting Your Messages.....</b>	<b>27</b>
Logging into your voicemail.....	27
<b>About Logging In to and Out of Your Telephone.....</b>	<b>27</b>
Logging in to your telephone extension.....	27
Logging in as a guest user.....	28
Logging out of your telephone extension.....	28
<b>Index.....</b>	<b>29</b>

## Contents

---

## Notices

© 2008 Avaya Inc.

All Rights Reserved.

### Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

### Note:

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

For full legal page information, please see the complete document, Avaya Legal Page for Hardware Documentation, Document number 03-600759.

To locate this document on our website, simply go to <http://www.avaya.com/support> and search for the document number in the search box.

### Documentation disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands, and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

### Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

### Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the following Web site: <http://www.avaya.com/support>

### Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

### Avaya support

Avaya Inc. provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>

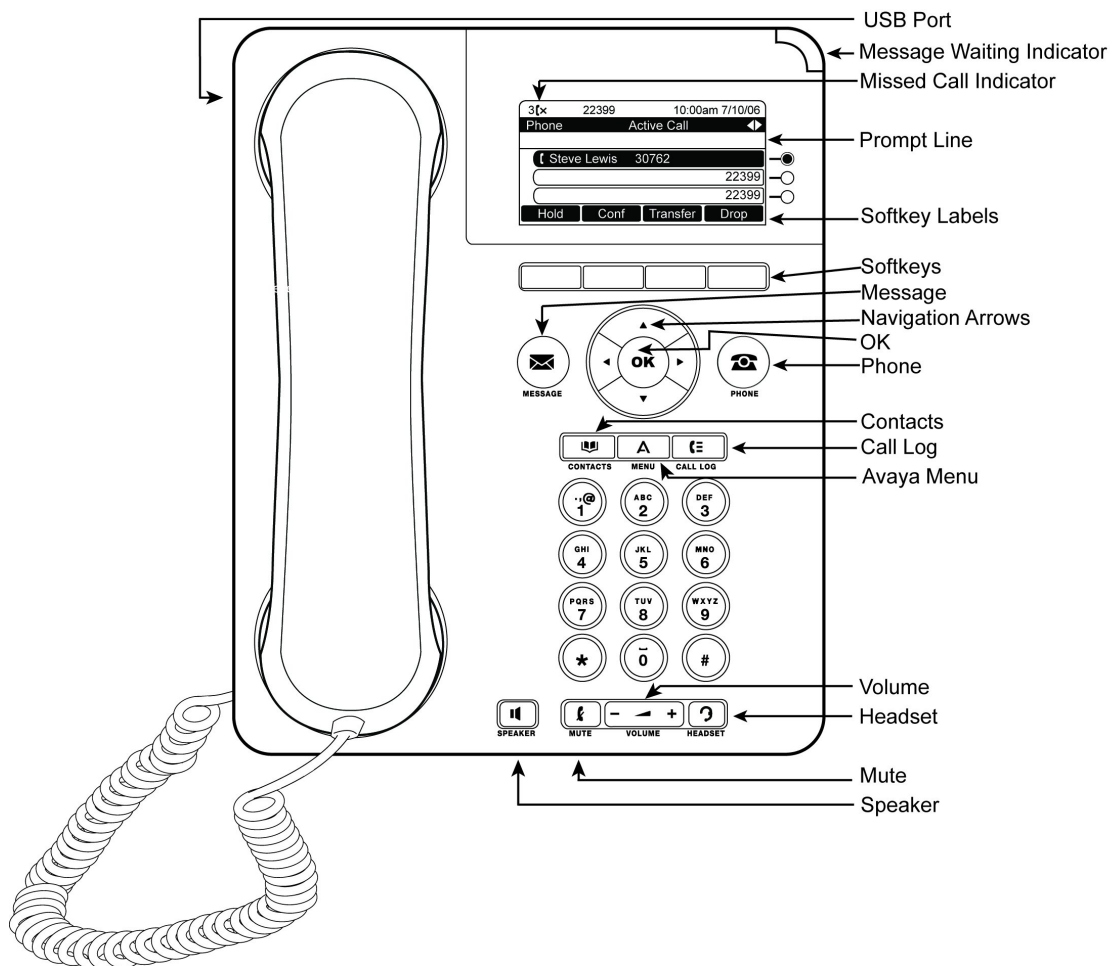


## Introduction to the 9620 IP Telephone

Your telephone provides many features, including a Phone screen to view and manage your calls, a Call Log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your voicemail.

Not all functions and features described in this user guide may be available on your telephone. If you find that a function or feature is not available, please contact your system administrator.

### Overview



**Table 1. 9620 IP Telephone Button/Feature Descriptions**

Name	Description
USB Port	Insert a USB device (also called a memory stick, thumb drive, or flash drive) to transfer contacts between your phone and an external data source; see <a href="#">Importing and Exporting Contacts using USB Devices</a> for more information. You can also recharge some battery-powered devices by using a USB cable to connect the device to your telephone's USB port.

## Scrolling and Navigation

Name	Description
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
Missed Call Indicator	The icon on the Call Log button is illuminated when you have missed calls. The top line shows the Missed Call icon and the number of calls missed.
Prompt Line	View the prompt line to see help information, such as when you can use the right or left navigation arrows to view alternate screens or menus.
Line Buttons	The three 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. Line buttons also indicate if a feature is enabled or disabled in the Feature view.
Softkeys	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.
Message	Press the Message button to connect directly to your voicemail system.
Navigation Arrows	Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.
OK	Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number.
Phone	Press Phone to view and manage your calls.
Contacts	Press Contacts to view the entries in your contact list.
Call Log	Press Call Log to view a list of your outgoing, incoming, and missed calls.
Avaya Menu	Press Avaya Menu to configure options and settings, access the browser, log out, or view network information.
Volume	Press volume to adjust the volume of the handset, headset, speaker, and ringer.
Headset	Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
Mute	Press Mute to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset.

---

## Scrolling and Navigation

When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

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



right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.


















When you scroll to a line on the display, that line is selected. The selected line is highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. The OK button is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing OK places a call to that person.

---

## About Icons

The icons in the following table indicate the state of a call, navigation choices, or the status of a contact team member whose presence you are tracking.

**Table 2. Icons in the Telephone Display**

Icon	Description
	Missed call; a call was not answered or was forwarded to voice mail.
	Incoming call is ringing.
	Call is active.
	Call is on hold.
	Your calls are being forwarded.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down for other options.
	End of list; scroll up to see choices.
	Beginning of list; scroll down to see choices.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the <b>Volume</b> button until the volume turns off. To reinstate volume, press + on the <b>Volume</b> button.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and not available.

---

## Telephone Stand

Your telephone can be placed in two positions, a lower position and an upright position. You can adjust the display screen to different angles. To move the display screen, gently pull from the top of the display screen towards you. As you pull the screen towards you,

you will hear a clicking sound. Each of these clicks is a locking position for the display screen. Gently push on the display screen to adjust the screen to a previous position.

If your phone is in the upright position, reverse the tab located below the switchhook in the top ear piece pocket (on the front of the phone). This will keep the handset seated in the correct position. You will need a small screwdriver to lift this tab out.

---

## Avaya Menu

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

Sample Menu 1	Sample Menu 2	Sample Menu 3
> Options & Settings	> Your 1st Web Application	> Call Settings
> Browser	> Phone Settings	> Application Settings
> Network Information	> Log Out	> Screen & Sound
> Guest Login	> About Avaya one-X	> Advanced Options
> Log Out		> Network Information
> About Avaya one-X		> Log Out

**Note:**

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

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

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

Network Information shows a summary of network-related parameters for your phone.

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

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

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

**Note:**

The sub-menus that appear depend on how your extension was administered. Some options or sub-menus may not be available.

---

## Options & Settings

The Options & Settings menu contains choices for:

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

Call Settings includes 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.

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

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

Advanced Options includes choices for backing up and restoring your settings, options and button labels, and setting up a Bluetooth® adapter if one is attached to your phone. You can also set AGC (Automatic Gain Control) for your headset, handset, and/or speaker audio.

### **Setting Go To Phone Screen on Calling**

Set Go To Phone Screen on Calling to Yes to automatically display the Phone screen when you place a call.

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Go To Phone Screen on Calling.
7. Press **Change** or **OK** or use the right or left navigation arrows to set the option to Yes or No.
8. Press **Save**.

### **Setting the Go To Phone Screen on ringing**

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

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Go to Phone Screen on Ringing.
7. Press **Change** or **OK** or use the right or left navigation arrows to set the option to Yes or No.
8. Press **Save**.

### Changing the voice dialing setting

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Voice Dialing.
7. Press **Change** or **OK** to set the option to on or off. Voice-initiated dialing is set to on by default.
8. Press **Save**.

### Changing the voice dialing language

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Voice Dialing Language....
7. Press **Change** or **OK**.
8. Select the language you will speak to search for and dial your contacts.
9. Press **Select** or **OK**.
10. Press **Yes** to confirm the selected language.

### Setting redial options

You can set Redial to dial the last number you dialed or to display a list of the last numbers you dialed.

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Redial.
7. Press **Change** or **OK** to toggle between One Number and List.
8. Press **Save**.

### Configuring call timers

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

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

## Configuring visual alerts

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

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

## Setting the audio path

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

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

## Setting contact names to display during calls

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

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

## Adjusting the brightness or contrast of the display

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Brightness or Contrast.
7. Press **Change** or **OK**.
8. Select Phone.
9. Scroll to the right or left to adjust the brightness or contrast.
10. Press **Save** or **OK**.

### Turning button click sounds on and off

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

### Turning error tones on or off

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

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

### Turning large text on or off

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Text Size.
7. Press **Change** or **OK** to turn large text on or off.
8. Press **Save**.

### Changing the ring pattern

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Personalized Ringing.
7. Press **Change** or **OK** to listen to the available ring patterns.
8. Press **Play** or **OK** to hear it again.
9. Press **Save** to make it your ring pattern.

## Changing the language

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

## Personalizing button labels

You can change the labels that are displayed for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to "My Line."

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Application Settings.
5. Press **Select** or **OK**.
6. Select Personalize Labels...
7. Press **Change** or **OK**.
8. Select the label you want to edit.

**Note:**

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..

9. Press **Edit**.
10. Edit the label using up to 13 characters.

**Note:**

Press **Clear** to clear all text fields and start over.

11. Press **Save** or **OK**.

**Note:**

You may revert back to the default button labels by selecting **Avaya Menu > Options & Settings > Application Settings > Restore Default Button Labels** and pressing **Default**.

---

## Browser

Your telephone includes a Web browser capability that can be used to present additional applications. The items available through the Web browser vary depending upon how your telephone is administered. Contact your system administrator with any questions.

Access the browser through the Avaya Menu. If you don't see the Browser option on the Avaya Menu, no Web applications are available for your phone.

## Accessing your browser

1. Press **Avaya Menu**.
2. Press **Browser** or **OK**.

---

## Features menu

The Features menu gives you access to advanced telephony features, such as Directory, Abbreviated Dial, Call Forwarding, and Speed Dial buttons. Directory allows you to dial other users on your system by name. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. EC500 allows you to answer your incoming calls from your desk phone or another phone. Your system administrator may also assign frequently-used features to softkeys, to give you quick access. The particular features available to you depend on what your administrator has assigned to your phone.

For more information about what features and options are available for your extension, contact your system administrator.

---

## Accessing the Features menu

From the Phone screen, scroll right to access the Features menu.

**Note:**

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

**Note:**

The LED next to the feature name indicates if the feature is currently on or off. If the light is on and a check mark displays to the left of the feature label , the feature is on.

---

## Calling a person from the directory

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

**Note:**

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 next name alphabetically in the directory, if necessary.
4. Press **OK**, or enter the next letter.
5. Select **Make Call** when you see the name you want.
6. Press **OK** to dial the call.

---

## Configuring simultaneous ringing for multiple telephones (EC500)

The EC500 feature allows you to have incoming calls ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator.

1. From the Phone screen, scroll right to access the Features menu.
2. Select EC 500.
3. Press **OK** to turn simultaneous ringing on or off.



---

## Answering a Call

When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

**Note:**

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

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

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or
  - press **Speaker** to answer 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 press **Answer** or **OK**.

**Note:**

To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes (see [Call Settings](#)).

---

## Sending an incoming call directly to voicemail

Press **To Vmail** to send an incoming call directly to voicemail.

If your telephone does not display a **To VMail** softkey, your administrator has not made this feature available.

---

## Ignoring an incoming call

Press **Ignore** to turn off the ringer for an incoming call.

---

## Making a Call

If you are not on a call, simply dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time.

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

---

## Making an emergency call

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

## Clearing a number

1. Press the **Emerg** softkey. If you do not see an **Emerg** softkey, pick up the handset or press the **Phone** button, then press the **Emerg** softkey.
2. To end the emergency call, press the **End Call** softkey or press the **Speaker** button.

---

## Clearing a number

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

---

## Redialing a number

1. From the Phone screen, press **Redial**.  
**Note:**  
The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial. See [Setting Redial Options](#) for information on redial settings.
2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.  
**Note:**  
Your system administrator can disable Redial functionality.

---

## Using voice dialing

You can say a name to search for and call any contact when voice dialing is set to on. You can optionally say a qualifier like "at home" or "mobile" with the name to get to a specific number for the contact. The first two times you use voice dialing, a help screen displays to assist you in using this feature.

1. Press **Contacts**.
2. If no tone is generated or if no check mark appears next to the **Voice** softkey, press **Voice**.  
**Note:**  
To make voice-initiated dialing available each time you access your contacts, see [Changing the voice dialing setting](#). To change the language you want to use for voice dialing commands, see [Changing the voice dialing language](#).
3. Within a few seconds or as soon as you hear the tone, say the name of the person you want to call. You can say the name in first name, last name order even if the name is displayed as last name, first name order (and separated by a comma) in your Contacts list. You can optionally add a qualifier, for example, "at home," "at office," "mobile phone," "cell phone," or say one of the contact number types (Home, Work, Mobile) with the name. For example, to reach Sam Jones at his primary number you can simply say "Sam Jones." To reach Sam Jones at home, you might say "Call Sam Jones at home."  
**Note:**  
If you don't add a qualifier and multiple numbers exist for that contact, the telephone always dials the first number listed.
4. When one or more contacts display, the most likely number matching your voice command is highlighted. You have the following choices:
  - Press **Call** or **OK** or the applicable line button to dial the highlighted number, or scroll to select (highlight) a different number, then press **Call** or **OK** or the line button.

- Press **Details** to view the contact details associated with the highlighted entry, or select (highlight) a different entry, then press **Details**.
- If none of the matches represent the contact/number you want, press **Retry** and repeat the voice-initiated dialing command from Step 3.
- Press **Cancel** to exit voice dialing and return to the main contacts screen.

---

## Calling a person from the Contacts list

1. Press the **Contacts** button.
2. Select the person or primary number you want to call. To call a non-primary number, select the person, press **Details**, then select the desired number.
3. Press **Call** or **OK**.

---

## Calling a person from the call log

1. Press the **Call Log** button.
2. Select the person or number you want to call.
3. Press the **Call** softkey or the **OK** button.

---

## Muting a Call

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

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

---

## Putting a Call on Hold

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

**Note:**

A hold timer may display when you put a call on hold. For more information, see [Configuring call timers](#).

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


---

## Transferring a Call

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer** or **OK**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press **Complete** or **OK** to transfer the call.

---

## Forwarding Calls

You can forward your incoming calls to another number or to voicemail. If call forwarding is turned on, a Forwarding icon  appears on the top line of your display screen. You

can choose from a number of forwarding features, including Send All Calls and Call Forward. Listed below are examples of the most commonly used forwarding features. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available to you, contact your system administrator.

---

### Send all Calls

When Send All Calls (SAC) is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a SendAll softkey appears on the Phone screen for idle calls. Pressing SendAll turns Send All Calls on. If it is already on, pressing SendAll turns it off. You can also turn Send All Calls on or off by using the telephone Features list.

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

---

### Call Forwarding

Several forwarding features may be available so you can set a number to which your calls will be forwarded, or turn off call forwarding if it is already on. If available, your call forwarding features are listed on a Forwarding features menu.

1. From the Phone screen, scroll right to access the Features menu.
2. Select the forwarding feature you want to activate.
3. Press **Select** or **OK** to turn the call forwarding feature on.

**Note:**

When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.

4. Enter the number to which you want to forward your calls.

**Note:**

After you enter the forwarding number, you hear a confirmation tone.

5. Press **Select** or **OK** to turn the call forwarding feature off if it is already on.

---

### Conference Calls

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

---

### Setting up a conference call

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

---

### Adding a person on hold to a conference call

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

---

### Putting a conference call on hold

1. Press **Hold** during a conference call.

**Note:**

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

2. Press **Resume** or **OK** to resume the conference call.

---

### Muting a person on a conference call

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

1. From the Phone screen, press **More > Details** during a conference call.
2. Select the person you want to mute.
3. Press **Silence**.
4. Press **Silence** again to take the person off mute.

---

### Dropping the last person added from a conference call

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

---

### Dropping a person from a conference call

This feature is not available on all systems.

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

---

## Bridged Calls

Your phone may show one or more bridged lines on the display screen in addition to your own lines. A bridged line typically belongs to someone else, but bridging allows you to see if that line is in use, answer calls on that line, or join a call in progress on that line from your telephone. You can also make outgoing calls on a bridged line when it is not in use.

---

## Answering a call on a bridged line

Answering a call on a bridged line is basically the same as a call on a primary line. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

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

**Note:**

The ringing line will typically be selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).

2. Press **Answer**.

---

## Joining a call on a bridged line

You can join an existing call on a bridged line.

1. Select the bridged call in progress that you want to join.
2. Press **Bridge**.

---

## Making an outgoing call on a bridged line

When you make a call on a bridged line, you are using another person's line. The caller ID may show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

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

---

## Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can also call a contact by speaking the contact name; see [Using voice dialing](#) for information on voice dialing. You can also import or export a Contact list using a USB device; see [Importing and Exporting Contacts using USB Flash Drives](#) for information.

**Note:**

If you press the **Contacts** button and nothing happens, your system administrator has disabled the button and its functionality.

---

## Searching for a contact

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

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

You can also search for and dial a contact using voice dialing; see [Using voice dialing](#) for information.

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

---

## Viewing Contacts details

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

**Note:**

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

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

---

## Adding a new contact

You can add up to three numbers for a contact.

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

**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 **Bksp** to remove the character to the left of the cursor.

- e. Press **More > Abc** to change between upper and lower case letters or to enter numbers.
  - f. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
  - g. Press **More > Symbols** to enter characters that are not on your dialpad.
  - h. Select the symbol you want to use.
  - i. Press **OK** to select the symbol.
  - j. Press **Clear** to delete all text and start over.
4. Select the next field.
  5. Enter the telephone number and press **Primary** if applicable. The primary number is the one that will always display without having to go into contact details.
  6. Select the next field.
  7. Select the type of number entered (general, work, mobile, home)
  8. If you have another number for this contact, scroll down and repeat Steps 5 - 7. You can add up to two additional numbers for this contact, but you can designate only one number as primary.
  9. Press **Save** or **OK**.

---

## Editing a contact

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

---

## Deleting a contact

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More > Delete**.
4. Press **Yes** to confirm or **No** to cancel.

---

## Importing and Exporting Contacts using USB Flash Drives

If you have a USB (Universal Serial Bus) flash drive (also called a thumb drive or memory stick), you can add contacts to your contacts list from an E-mail or other PC software program. You can also copy your contact list from your phone to a USB flash drive, replace the contents of your phone's current contact list with those on the USB flash drive, or temporarily use the flash drive's contacts instead of your phone's contact list.

After inserting the flash drive into the USB jack, either a list of contacts/USB actions displays or the phone will notify you if you cannot proceed because the device is not supported or when a device exceeds the telephone's power requirements.

### **Note:**

Whether power is provided to the phone's USB interface depends on how the phone is powered and administration settings. Only FAT or FAT32 file systems are currently supported; USB drives with NTFS file systems are not supported. Multiple LUNS are not supported.

Contact files merged or written to the phone's contacts list must be in a specific format. One way to ensure that the file is in the proper format is to export your telephone's Contacts list to your USB device, which automatically creates a properly formatted file. Avaya also provides a spreadsheet tool that uses macros to convert your Outlook contacts into the Contacts format the telephone uses. For information on this tool, search for "Avaya one-X Deskphone Contact Import Tool" on the Avaya support site at <http://www.avaya.com/support>.

---

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

Use a USB flash drive to add contacts from an external file to your contacts list. Keep in mind that your contacts list cannot have more than 250 incoming entries.

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

### **Note:**

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



3. The merge occurs 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:**

Attempts to merge more than the 250 entries allowed produces a List Full screen which lets you either save the partial list (the first 250 entries) or cancel the merge without writing the external file's contents to the telephone.

---

### Replacing your contacts list with an external file

Use a USB flash drive to replace your entire contacts list with the contacts from an external file. Incoming contacts must have a name and at least one and no more than three telephone numbers with associated types. If not provided, the type of number will default to the general type. Your system administrator can provide detailed format information about external data source files.

1. Plug the USB flash drive into the jack near the top left 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, how many entries exceed the 250 contact phone maximum.
5. Press **Save** or **OK** to overwrite and replace your contacts list with the file on your USB device or press **Cancel** to cancel the replacement and retain your current contact list.

---

### Copying your contact list to a USB flash drive

You can copy your entire contact list from your phone to a USB flash drive for safekeeping or to use 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.

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

---

### Temporarily using a USB contacts list

You can temporarily use a contacts file on a USB flash drive rather than your phone's contact list as long the USB flash drive remains attached to the phone. For example, copy your contacts list to your USB flash drive and take the device with you while traveling. If

you have access to a 9600 Series guest phone with the latest telephone software at another site, you can attach the USB flash drive and use your contacts list.

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

**Note:**

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

5. To revert back to using your telephone's contacts list, detach the USB device from the phone.

---

## Call Log

You can use the Call Log to view lists of your outgoing, answered, or missed calls. When you have one or more missed calls, the Call Log button lights and the Missed Calls icon and the number of missed calls display on the top line. To call a person listed on your Call Log, see [Calling a person from the call log](#).

---

### Viewing the call log

1. Press **Call Log**.

**Note:**

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

2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.
3. Scroll up or down to view the entries on the list.

---

### Viewing call log details

1. Press **Call Log**.
2. Select the number you want to view.
3. Press **Details**.
4. Press **Back** to return to the list view.

---

### Adding an entry from the call log to your Contacts list

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

---

### Removing an entry from the call log

1. Press **Call Log**.
2. Select the number you want to delete.
3. Press **More > Delete**.
4. Press **Remove** to confirm, or press **Cancel** if you do not want to delete it.

---

## Clearing all entries from the call log

Clearing all entries from a call log might or might not delete all of the entries in every log. For example, if you are viewing the Outgoing Calls list, only outgoing calls are deleted from the call log. However, if you are viewing the All Calls list, pressing Clear All deletes all calls from the call log.

1. Press **Call Log**.
2. Select the list you want to delete.
3. Press **More > Clear All** to delete all of the entries in the list you are viewing.
4. Press **Clear All** or **OK** to confirm.

---

## Turning off call logging

You can turn call logging 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 log.

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Application Settings.
5. Press **Select** or **OK**.
6. Select the type of call logging you want to turn off.

**Note:**

To turn logging of bridged lines on or off, select Log Bridged Calls and press **Change** or **OK**.

7. Press **Change** or **OK** to turn call logging on or off.
8. Press **Save**.

---

## Getting Your Messages

Press the **Message** button to connect directly to your voicemail system. The lighted Message button and a red light on the upper right-hand corner of your telephone indicate when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

---

## Logging into your voicemail

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

---

## About Logging In to and Out of Your Telephone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users. Log out to prevent unauthorized use of your telephone during an absence.

**Note:**

Call log information is lost after you log out your extension.

---

## Logging in to your telephone extension

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

1. Enter your extension.
2. Press **Enter** or **OK**.
3. Enter your password.
4. Press **Enter**.

---

## Logging in as a guest user

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

1. Press **Avaya Menu**.
2. Select Guest Login.
3. Enter your extension.
4. Press **Enter** or **OK**.
5. Enter your password.
6. Press **Enter** or **OK**.
7. Scroll left or right to select the expected amount of time you will use this phone.  
You can log out as a guest at any time despite the duration you select.
8. Press **Enter** or **OK**.

---

## Logging out of your telephone extension

1. Press **Avaya Menu**.
2. Scroll down and select Log Out.
3. Press **Log Out** or **OK**.
4. Press **Log Out** to confirm.

## Index

<hr/>	
<b>A</b>	
Applications	
Contacts.....	<a href="#">22</a>
Audio path	
on-hook.....	<a href="#">13</a>
Avaya Menu	
about.....	<a href="#">10</a>
options.....	<a href="#">10</a>
text size.....	<a href="#">14</a>
<hr/>	
<b>B</b>	
Bridged Calls	
about.....	<a href="#">21</a>
answering.....	<a href="#">22</a>
joining.....	<a href="#">22</a>
Browser	
about.....	<a href="#">15</a>
accessing.....	<a href="#">15</a>
Button Click Sounds	
configuring.....	<a href="#">14</a>
Button Labels	
personalizing.....	<a href="#">15</a>
<hr/>	
<b>C</b>	
Call Log	
about.....	<a href="#">26</a>
calling a person.....	<a href="#">19</a>
clearing entries.....	<a href="#">27</a>
removing an entry.....	<a href="#">26</a>
turning off.....	<a href="#">27</a>
viewing.....	<a href="#">26</a>
viewing details.....	<a href="#">26</a>
Call Settings	
changing voice dialing language.....	<a href="#">12</a>
changing voice dialing setting.....	<a href="#">12</a>
Call Timers	
configuring.....	<a href="#">12</a>
Calling a Person	
from the call log.....	<a href="#">19</a>
from the Contacts list.....	<a href="#">19</a>
from the directory.....	<a href="#">16</a>
Calling, using voice dialing.....	<a href="#">18</a>
Conference Calls	
about.....	<a href="#">20</a>
adding a person on hold.....	<a href="#">21</a>
dropping a person.....	<a href="#">21</a>
dropping the last person.....	<a href="#">21</a>
muting a person.....	<a href="#">21</a>
putting a call on hold.....	<a href="#">21</a>
setting up.....	<a href="#">20</a>
Contacts List	
calling a person.....	<a href="#">19</a>
Contacts.....	<a href="#">25</a>
using temporary USB files.....	<a href="#">26</a>
about.....	<a href="#">22</a>
adding a new.....	<a href="#">23</a>
adding from the call log.....	<a href="#">26</a>
copying to USB flash drive.....	<a href="#">25</a>
deleting.....	<a href="#">24</a>
editing.....	<a href="#">24</a>
importing/exporting via USB flash drives... 24	
merging USB files with.....	<a href="#">24</a>
name display during calls.....	<a href="#">13</a>
searching.....	<a href="#">18,22</a>
selecting.....	<a href="#">23</a>
copying contacts list to.....	<a href="#">25</a>
Copying contacts list to USB file.....	<a href="#">25</a>
Coverage.....	<a href="#">20</a>
<hr/>	
<b>D</b>	
Directory	
calling a person.....	<a href="#">16</a>
Display	
adjusting brightness.....	<a href="#">13</a>
adjusting contrast.....	<a href="#">13</a>
<hr/>	
<b>E</b>	
Emergency call.....	<a href="#">17</a>
Error Tones	
turning off.....	<a href="#">14</a>
<hr/>	
<b>F</b>	
Features	
about.....	<a href="#">16</a>
accessing.....	<a href="#">16</a>
Flash drives.....	<a href="#">24</a>
Forwarding Calls	
about.....	<a href="#">19</a>
Forwarding	
a call.....	<a href="#">20</a>

<hr/>	
<b>G</b>	
Go To Phone Screen Options on Calling setting.....	<a href="#">11</a>
Go To Phone Screen Options on ringing setting.....	<a href="#">11</a>
Guest login.....	<a href="#">28</a>
Guest login.....	<a href="#">27</a>
<hr/>	
<b>H</b>	
Hold	
conference calls.....	<a href="#">21</a>
<hr/>	
<b>I</b>	
Icons in telephone display	
about.....	<a href="#">9</a>
Incoming Calls	
ignoring.....	<a href="#">17</a>
Incoming calls	
answering.....	<a href="#">17</a>
directing to multiple telephones.....	<a href="#">16</a>
forwarding.....	<a href="#">20</a>
sending directly to voicemail.....	<a href="#">17</a>
sending to coverage.....	<a href="#">20</a>
transferring.....	<a href="#">19</a>
<hr/>	
<b>L</b>	
Language	
changing.....	<a href="#">15</a>
changing voice dialing.....	<a href="#">12</a>
Logging in as a guest.....	<a href="#">28</a>
Logging in to your telephone.....	<a href="#">27</a>
Logging in to your telephone extension.....	<a href="#">28</a>
Logging out of your telephone extension.....	<a href="#">27</a>
Login as a guest user.....	<a href="#">27</a>
<hr/>	
<b>M</b>	
Memory sticks.....	<a href="#">24</a>
Messages	
retrieving.....	<a href="#">27</a>
Muting Calls.....	<a href="#">19</a>
<hr/>	
<b>N</b>	
Navigation Arrows	
right & left.....	<a href="#">8</a>
up & down.....	<a href="#">8</a>
<hr/>	
<b>O</b>	
Options & Settings	
about.....	<a href="#">10</a>
call logging.....	<a href="#">27</a>
changing language.....	<a href="#">15</a>
changing ring pattern.....	<a href="#">14</a>
configuring visual alerts.....	<a href="#">13</a>
go to phone screen on ringing.....	<a href="#">11</a>
go to phone screen on calling.....	<a href="#">11</a>
redial settings.....	<a href="#">12</a>
Outgoing calls	
making a call.....	<a href="#">17</a>
making a call on a bridged line.....	<a href="#">22</a>
redialing a number.....	<a href="#">18</a>
<hr/>	
<b>P</b>	
Phone Settings	
about.....	<a href="#">10</a>
<hr/>	
<b>R</b>	
Redial.....	<a href="#">18</a>
Redial Options	
setting.....	<a href="#">12</a>
replacing contacts list with.....	<a href="#">25</a>
Ring Pattern	
changing.....	<a href="#">14</a>
<hr/>	
<b>S</b>	
Scrolling and Navigation	
about.....	<a href="#">8</a>
SENDALL.....	<a href="#">20</a>
<hr/>	
<b>T</b>	
Telephone display icons	
about.....	<a href="#">9</a>
Telephone Stand	
about.....	<a href="#">9</a>
Text Size	
turning off.....	<a href="#">14</a>
Thumb drives.....	<a href="#">24</a>
Transfer.....	<a href="#">19</a>
<hr/>	
<b>U</b>	
USB files.....	<a href="#">25</a>
merging with contacts list.....	<a href="#">24</a>
USB flash drives	
working with.....	<a href="#">24</a>
<hr/>	
<b>V</b>	
Visual Alerts	
configuring.....	<a href="#">13</a>
Voice dialing.....	<a href="#">12</a>
changing setting.....	<a href="#">12</a>
Voicemail	
logging in.....	<a href="#">27</a>