Avaya one-X™ Deskphone Edition for 9650/9650C IP Telephone User Guide

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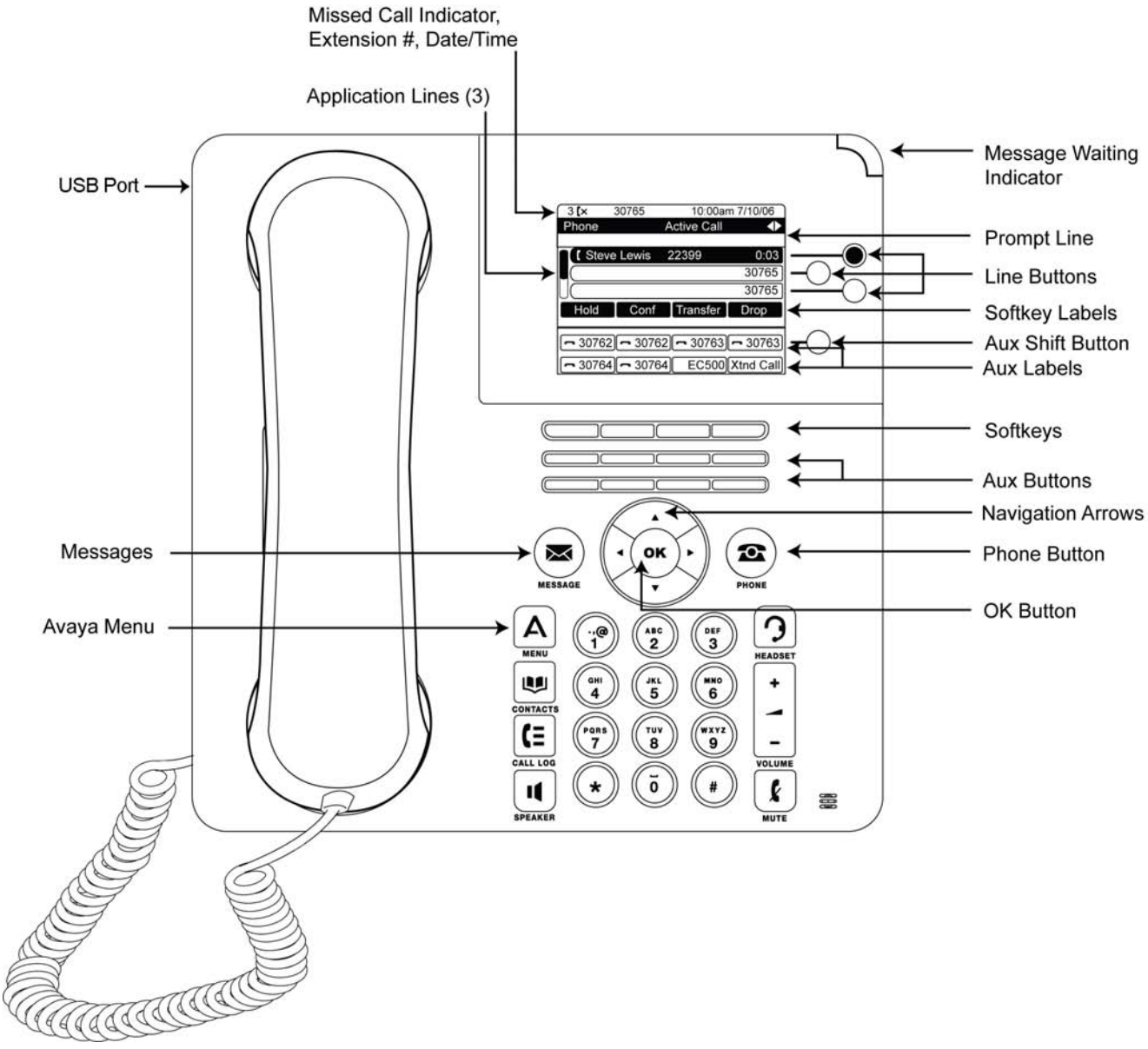
Chapter 1: Introduction to the 9650/9650C IP Telephone

Your telephone provides many features, including a Phone screen to view and manage your calls, 16 auxiliary (Aux) buttons to help you manage calls to bridged lines and additional telephone features, 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



The following table provides button/feature descriptions for the 9650/9650C telephone.

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 Using USB Flash Drives with your phone on page 47 for more information. You can also

Name	Description
	recharge some battery-powered devices by using a USB cable to connect the device to your telephone's USB port.
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 helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus.
Call Appearances	Depending on how your system is administered, three or six lines are available for calls. Touch the line to initiate or answer a call. Call appearances also indicate if a feature is enabled or disabled in the Feature view.
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.
Aux Shift	Use the Aux Shift button to move between one page of eight Aux buttons to the next page of eight Aux buttons. This button lights to indicate a call is active or on hold on the page of Aux buttons not currently displayed.
Aux Buttons	Use the eight auxiliary (Aux) buttons to access up to 16 additional lines, or for advanced telephone features such as Bridged lines, Call Forwarding, Speed Dial, and Abbreviated Dial buttons. Use the Aux Shift button to switch between the first page of eight buttons to the next page of eight buttons and back. The integrated LEDs indicate lines or features in use. White Aux button labels appear in the last two display rows.
Message	Press the Message button to connect directly to your voicemail system.
Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.

Name	Description
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 Contacts 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.
Home	Press Home to configure options and settings, access the browser, log out, access your favorite contacts, 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.

About Application Buttons, Navigation, and Softkeys

The display screen has three visible application lines that you use to view and manage your calls, your contacts, your call log, and your options and settings.

- Press the **Phone** button to view your calls.
- Press the **Contacts** button to view your Contacts list.
- Press the **Call Log** button to see a list of your most recent incoming and outgoing calls.

At any time, one of the application lines is highlighted - with white text on a black background. This is the selected line. Use the Up and Down arrows on the navigation keys to select a line by scrolling to it.

The four softkey labels at the bottom of the screen go with the softkeys directly below the screen. They show the available actions for the selected line. Pressing a softkey carries out the action shown on the softkey label.

The **OK** button is another shortcut that carries out the default action on the selected line. For example, when you select (highlight) an entry in your Contacts list, pressing **OK** places a call to that person.

Aux Buttons

Your phone has two rows of extra, auxiliary buttons, or “Aux buttons” below the softkeys. You can use the Aux buttons for call management, speed dial buttons, or features. The Aux buttons go with the “Aux button labels” on the bottom two rows of the screen. The Aux button labels show the function of each of the Aux buttons.

There are two sets, or pages, of Aux buttons. Use the **Aux Shift** button, located to the right of the Aux button labels, to switch between the two pages of Aux buttons.

The particular features available on your Aux buttons depend on how your system administrator has set up your phone. For example, in addition to bridged extensions on your Aux buttons, your administrator may also assign frequently-used features like Send All Calls, Directory/Next/Make Call, or Call Forwarding to Aux buttons.

Each Aux button has an LED, which is illuminated if a call appearance or feature assigned to that button is active. The **Aux Shift** button also has an LED, which is illuminated if there is a call on one of the Aux buttons on the alternate, "hidden" page.

About Icons

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

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.

Icon	Description
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when there is more information than can display in the application area.
	End of 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 **Volume** button until the volume turns off. To reinstate volume, press + on the **Volume** button.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and not available.
	Team icon indicating this team member is not on a call but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.

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.

Chapter 2: 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** > **Browser** > **Network Information** > **Guest Login** > **Log Out** > **About Avaya one-X** > **My Pictures**	> **Your 1st Web Application** > **Phone Settings** > **Log Out** > **About Avaya one-X** > **My Pictures**	> **Call Settings** > **Application Settings** > **Screen & Sound** > **Advanced Options** > **Network Information** > **My Pictures**

Note:

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

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

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.

My Pictures lets you use pictures from a USB device as your telephone screensaver.

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. Select Voice Dialing Language....
6. Press **Change** or **OK**.
7. Select the language you will speak to search for and dial your contacts.
8. Press **Select** or **OK**.
9. 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. If your system administrator has set up auto-answer, incoming calls are also answered on the default audio path you designate here.

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.

Note:
You cannot adjust the contrast of the 9650C color display screen.

7. Press **Change** or **OK**.
8. Select Phone or an SBM24 Module.
9. Scroll to the right or left to adjust the brightness or contrast.
10. Press **Save** or **OK**.

Turning button click sounds on and off

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. Select Screen & Sound Options.
4. Press **Select** or **OK**.
5. Select Personalized Ringing.
6. Select a displayed ring pattern, or press **Other** to select from a list of eight alternative ring patterns.

   Tip:
   Use **Other** or the **Right/Left Arrows** to toggle between the two sets of patterns.
7. After selecting a pattern, press **Play** or **OK** to listen to it.
8. Repeat Steps 6 and 7 until you find the ring pattern you want.
9. Press **Save** to make it your ring pattern.

Changing the display 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.

   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.

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

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

Setting dialing options

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

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

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 Edit Dialing.
   If your telephone does not display this option, your administrator has not made this feature available.
7. Press **Change** or **OK** to change the setting to On (Enabled) or Off (Disabled).
   When on-hook dialing is in effect, dialpad (edit dial) searches are not available.
8. Press **Save**.

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**.

Chapter 3: Features menu

Your administrator may assign specific features you use frequently to your Aux buttons. The Features menu gives you access to Speed Dial buttons and advanced telephony features, such as Directory, Abbreviated Dial, and Call Forwarding. 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. When set to “on,” EC500 allows calls to your desk phone to also be sent to your cell 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.

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.

Note:

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

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**. Or, press the **Directory** Aux button.
2. Use the dialpad keys to start spelling 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** Aux button to view the next name alphabetically in the directory, if necessary.
4. Press **OK** or enter the next letter.
5. Select the **Make Call** Aux button 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 to your desk phone 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.

Chapter 4: Answering and making a call

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. If you do not have the Setting the Go To Phone Screen on ringing on page 13 enabled, you must press **Phone** to choose a line or view call options.

Note:

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

Answer an incoming call in one of the following ways:

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

Answering a Call to a Bridged Extension

If an Aux button flashes, press that button or press the **Answer** softkey.

If the **Aux Shift** button is lit, the incoming call is on the "hidden" page of Aux buttons. In this case, press **Aux Shift** to view the hidden page, then press the flashing Aux button of the incoming call.

Sending an incoming call directly to voicemail

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

Ignoring an incoming call

Press **Ignore** to turn off the ringer for an incoming 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 on page 14 .
4. Press **Resume** or the line button of the held call to retrieve the 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, or press **Speaker** or **Headset** (if applicable) or a line button for an available line. If you have more than three call appearances, for example, if you use bridged appearances to monitor another extension, use the Aux buttons to get to the line you want.
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.

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 **Drop** 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**.

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 on page 14 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**.

   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 add 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 Voice dialing is enabled, a **Voice** softkey displays. 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 on page 13. To change the language you want to use for voice dialing commands, see Changing the voice dialing language on page 14.
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 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:

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

Making a call using edit dialing

Prerequisites

Your system administrator has to authorize this function. To set up edit dialing, see Setting dialing options on page 20.

Edit dialing works just like making a call on your cell phone - just start entering the number without hearing a dial tone. Using the Bksp softkey, you can backspace to "edit" the number before actually dialing it.

1. From the Phone screen, enter the number you want to call.
2. To edit the number press the **Bksp** softkey to erase the previous character, one character at a time. To remove the entire number, press **Clear**.
3. Press **Send** or **OK**.

Chapter 5: 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** during a call so that the other person cannot hear you.
2. Press **Mute** again to unmute the call.

Chapter 6: Transferring a Call

1. From the Phone screen, select the line you want to transfer.If the line you want is not already highlighted, select the call you want to transfer by pressing the line button or Aux button or by scrolling to the call.
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. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK** to transfer the call.

Chapter 7: 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 and the Aux button(s) with forwarding features is steadily lit. You can choose from a number of forwarding features, including Send All Calls and Call Forward. 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 an Aux button label displays SendAll. Pressing SendAll turns Send All Calls on. If it is already on, pressing SendAll turns it off. Pressing the SendAll Aux button turns Send All Calls on and the label shows a checkmark. If it is already on, pressing the SendAll Aux button turns it off and the checkmark no longer appears. You can also turn Send All Calls on or off by using the telephone Features list.

1. Select SendAllCalls.
2. Press **Select** or **OK** to turn Send All Calls on or off.

Forwarding calls

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. Call forwarding is assigned to an Aux button. If available, your call forwarding features are listed on a Forwarding features menu.

1. Select the forwarding feature you want to activate.
2. Enter the number to which you want to forward your calls.

After you enter the forwarding number, you hear a confirmation tone and the associated LED lights.

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

Chapter 8: 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.
6. Press **Drop** at any time to drop the last person added to the conference call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call. If it is not highlighted, press the line button or Aux button or scroll to it.
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** or the line button or the Aux button or **OK** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Putting a conference call on hold

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

1. Press **Hold** during a conference call.
2. Press **Resume** or **OK** to resume the conference call.

Muting a person on a conference call

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

Chapter 9: Aux Buttons and Bridged Lines

You can use the Aux buttons to monitor and manage extensions other than your own. Other people's extensions that you manage from your phone are called bridged lines. If an Aux button is associated with a bridged line, you can press the Aux button to select it as you would with a regular call appearance.

Whenever you need to access a bridged line just press the corresponding Aux button.

- If a line is on Hold, pressing the Aux button resumes the call.
- If a line is ringing, pressing the Aux button answers the call.
- If your boss or someone else for whom you have a bridged extension is on the line (Aux button LED is lighted), you can press that Aux button to join the call. For example, when the bridged extension is in use, and you get an incoming call to that same line, you can conference the caller into the existing call.

The icon on the Aux button label for a bridged call appearance shows the status of that call appearance. An idle call icon means that there is no current call on that line. An in-use bridged call icon means that the owner of the line is using it.

Use the Aux button for anything you need to do with a bridged line - to answer a call, to resume a call on hold, or to join an existing call. Use the Aux button LED and the icon on the Aux button label to view the status of a bridged line.

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**.

If an Aux button flashes, press that button or press the **Answer** softkey.

If the **Aux Shift** button is lit, the incoming call is on the "hidden" page of Aux buttons. In this case, press **Aux Shift** to view the hidden page, then press the flashing Aux button of the incoming call.

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.

Chapter 10: Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can use voice dialing to speak the contact name; see Using voice dialing on page 28 for information. You can also import or export a Contact list using a USB device; see Using USB Flash Drives with your phone on page 47 for information.

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

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.
   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. To enter a space, press **0**.
d. Enter remaining letters or numbers.
e. 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.

f. Press **More** > **Abc** to change between upper and lower case letters or to enter numbers.
g. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
h. Press **More** > **Symbols** to enter characters that are not on your dialpad.
i. Select the symbol you want to use.
j. Press **OK** to select the symbol.
k. 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 **Delete** to confirm or **Cancel** to cancel.

Chapter 11: Using USB Flash Drives with your phone

If your telephone has a USB interface and you have a USB (Universal Serial Bus) flash drive (also called a thumb drive or memory stick), you can log into your phone from anywhere in the world, add contacts to your Contacts list from an E-mail or other PC software program, and display pictures from the device on your phone as a screensaver. 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, subject to your administrator's permission.

Note:
The 9620L IP Telephone does not have a USB interface.

Avaya offers a PC application called 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 which options are available to you and how to use the tool to set them up. Additionally, your administrator may provide you with a USB device with a pre-programmed Extension and Password in it, or may provide you with a PC-based tool for putting this information on a USB device. You can then use the USB device to log in to the administered Extension and Password automatically, from any telephone in your system.

Note:
USB Login: If you have automatic USB login capability, the only Contacts you can see are those on the USB device itself. Note that when you use the USB login, the Log Out menu option is not available to you; the only way you can log your phone out is by removing the USB device.

After setup, inserting the flash drive into the telephone's USB jack produces either a list of USB actions/options or a display message notifying you that you cannot proceed because your device is not supported or the device exceeds the telephone's available power. 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.

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. 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 USB Companion" on the Avaya support site at http://www.avaya.com/support.

Note:

If your administrator has made a special application available that allows you to log in to your phone via a USB device, and you log in that way, the only Contacts you can see are those on the USB device itself. Also, when you use the USB login, the Log Out menu option is not available to you; the only way you can log your phone out is by removing the USB device.

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.

   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 **Cancel** to cancel the replacement and retain your current contact list.

Copying your contacts 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.

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

Using pictures from your USB device as a screensaver

If your USB device has a top level directory named “\Pictures” or another picture directory that is properly administered, you can use pictures in that directory as your phone's screensaver. Each picture displays for 5 seconds unless you specify a different value (from 5 seconds to 999 seconds). The maximum allowable height and width for each picture is 240 x 320 pixels. Your administrator can help you set up this feature. Your administrator can also disable this feature, in which case the ”My Pictures” option will not appear on the Avaya Menu. In addition to the features described in the Using USB Flash Drives with your phone on page 47 the Avaya one-X™ Deskphone USB Companion application includes a utility program to convert your pictures to the correct format.

1. Plug the USB device into the jack near the top left edge of your phone.
2. At the phone, press the **A** (Avaya Menu) button.
3. Select **My Pictures** to immediately begin displaying the pictures from your USB picture directory on the phone and then whenever the screen display “times out” after the administered idle period.

Note:

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

Chapter 12: 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 on page 29.

Viewing the call log

1. Press **Call Log**.

   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.

   Note:

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

   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**.

Chapter 13: 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.

Chapter 14: 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:

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

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

Note:

When you use the USB Login, the only Contacts you will be able to see are the Contacts on the USB device. See Using USB Flash Drives with your phone on page 47 for more information.

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.

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