



Avaya one-X™ Deskphone SIP 9621G/ 9641G User Guide for 9600 Series IP Telephones

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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Warning

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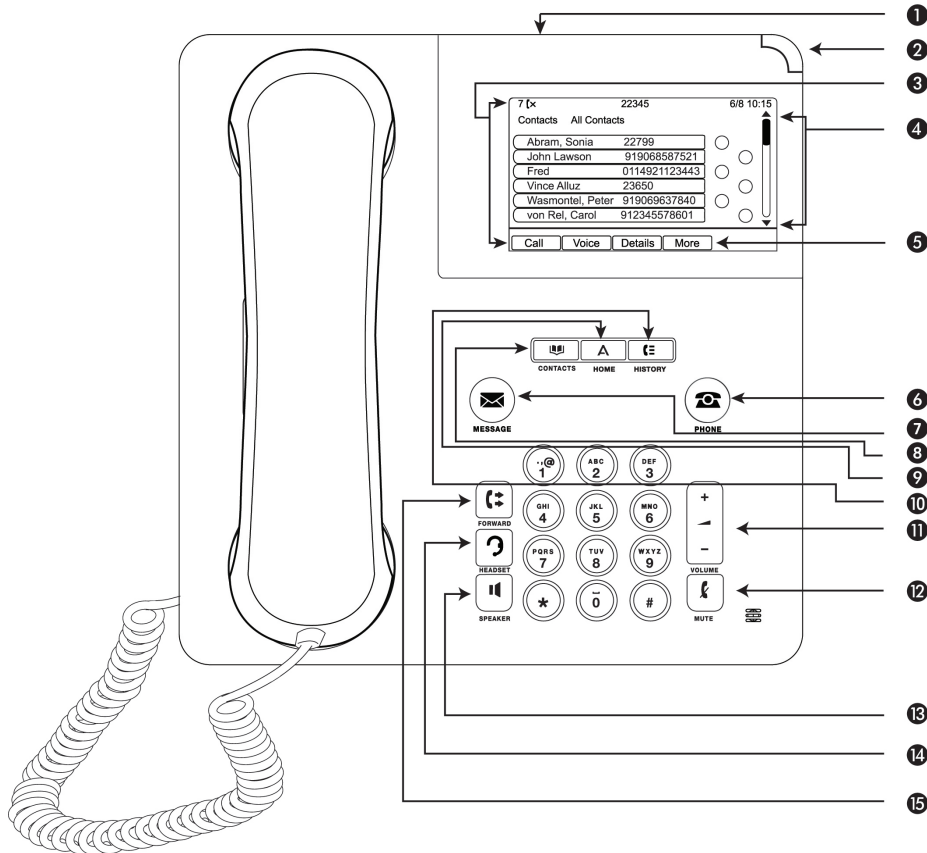
Chapter 1: Introduction to the 9621G/9641G SIP Deskphone

Your deskphone provides many features, including a touch-based Phone screen to view and manage your calls, a menu of options and settings, a Contacts list, and access to your voicemail. The 9621G and 9641G Deskphones provide this information in color. You can also attach up to three button modules to your telephone, to expand the available number of call appearances and features; multiple button modules must all be the same type and model. The 9621G model does not provide for button module attachment.

The "G" designation in 9621G and 9641G means this deskphone model has a built-in Gigabit Ethernet adapter which speeds data transmission. The 9621G Deskphone has a smaller display area than the 9641G Deskphone and does not have a USB interface. Unless specifically stated elsewhere in this guide, the two models are essentially the same in terms of features and functionality.

Not all functions and features described in this user guide may be available on your deskphone. 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 9621G/9641G deskphone.

No.	Name	Description
1	USB Port	If administered, you can 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 Importing and Exporting Contacts using USB Devices for more information. Notes: The 9621G does not have a USB port. The 9641G's USB port is switched off and will be activated in a future software release.
2	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. In addition to the Message Waiting Indicator, the Message button is also illuminated when you have voice mail messages waiting,
3	Phone Display	The Top Line shows status information such as the time and date, primary extension, error indications and missed calls. The second line, called the Status Line, provides helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus. The

No.	Name	Description
		Status Line also provides messages related to the current application or the expected action to take on a screen. Call appearances follow the Status Line. The number of lines available to make or receive calls depend on how your system is administered. The number of lines available on touchscreen deskphones depend on how the Quick Touch panel is administered (see Setting the Quick Touch panel on page 31. Touch the line to initiate or answer a call. The last display line shows softkey labels (for button-based deskphones) which correspond to the softkeys directly below them or softkeys (for touch-based deskphones).
4	Features and Call Appearance Lines	On touchscreen deskphones, call-related icons on the lines show which lines are in use or available for calls. Touch the line to select it. Lines also indicate if a feature or system number (for example, an autodial number) is enabled or disabled in the Feature or System Numbers view.
5	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 screen being displayed.
6	Phone	Press Phone to view the Phone screen and manage your calls.
7	Message	Press the Message button to connect directly to your voice mail system. This button is illuminated when you have voice mail messages waiting.
8	Contacts	Press the Contacts button to view the entries in your contact list.
9	Home	Press Home to access the Home screen to configure options and settings, and/or any applications available to you, log out, or view network information.
10	History	Press History to view the history of your outgoing, incoming, and missed calls. The icon on the History button is illuminated when you have missed calls. The top line shows the Missed Call icon and the number of calls missed.
11	Volume	Press + or - on the Volume button while active on the handset, headset or speaker to adjust the volume.
12	Mute	Press the Mute button to mute a call in progress. To take a call off mute, press Mute again.
13	Speaker	Press the Speaker button to use the speakerphone. To take a call off speakerphone, lift the handset or press the Headset button.

No.	Name	Description
14	Headset	Press the Headset button to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
15	Forward	Touch-based deskphones only. Press Forward to display the Forwarding menu.

Scrolling and Navigation

Use the onscreen up and down arrow buttons on the right middle of the screen to scroll up or down through a list.

To switch between call appearances and features, use the Features button or Phone button in the upper right of the Phone screen to switch between call appearances and features. Touch Features to move from the Phone screen to the Features list, or touch Phone to move from the Features list to the Phone screen. If you have a Busy indicator or Autodial buttons administered on your phone, you can touch **More** on the Features list to see these buttons.

When a list item has a “Details” button (a blue right-facing arrow), touching it shows more information about the item. For example, touching the arrow to the right of a contact name produces a detail screen showing all the numbers on file for that person.

You act on objects such as a line or softkey by touching them or by touching the on-screen softkey labels. Softkey labels change according to the context. For example, touch a contact to place a call to that person, touch a line on the Phone screen to answer an incoming call, to go off hook to place a call, or to resume a call on hold.







About Icons

Icons indicate the state of a call, navigation choices, Call History types, Contact phone types, feature status, Home screen applications and options, or the status of a Contact whose presence you are tracking. Depending on their purpose, some icons appear on the top line, for example, to notify you that a headset is active or that you have missed calls in the Call History. Other icons display on call appearance lines to show call states or feature status. Icons also appear on application screens like the Contacts list and call History. Home screen icons are touch-based to let you initiate actions like changing telephone settings, speed dialing, and dialing Favorite numbers.

The icons you may see on your touch-based deskphone are broken down below into the screens or applications to which they apply.

Presence icons

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

Icon	Description
	Presence icon signifying this contact is available; the contact whose presence is indicated is registered (logged in) and that phone is in an idle state.
	Presence icon signifying this contact is currently on his or her phone; Busy indicator.
	Presence icon indicating this contact is not logged in (unregistered).
	Presence icon indicating this contact's phone is busy with the Send All Calls feature active. This icon also designates that a feature is not available at this point of a call.
	Presence icon indicating this contact is away from the telephone.
	"No Presence Available" icon indicating that although you set up presence tracking for this contact, telephone server differences prevent this contact from being tracked.











Presence icons appear when you set up the person as a contact and indicate you want to track that person's presence by entering the phone number or URI you want used for tracking.










 **Note:**

Depending on how your phone system is set up, presence tracking may not be available for all system users.

Home screen icons

Home screen icons are touch-based to let you initiate actions like changing telephone settings, accessing Favorite numbers to add or change them, or cleaning the display screen. Your administrator might make other, optional Home screen icons available to you that do not appear in this table. Such icons represent optional applications for which your administrator can provide information.




Icon	Description
	<p>Home screen icon that designates the general phone number for a favorite Contact. See Setting up favorites for more information.</p>
	<p>Home screen icon that designates the home phone number for a favorite Contact. See Setting up favorites for more information.</p>
	<p>Home screen icon that designates the work phone number for a favorite Contact. See Setting up favorites for more information.</p>
	<p>Home screen icon that designates the mobile phone number for a favorite Contact. See Setting up favorites for more information.</p>
	<p>Access the Home screen WML Browser application (not currently available).</p>
	<p>Access the Home screen (telephone) Settings menu.</p>
	<p>See more Home screen icons.</p>
	<p>See previous “page” of Home screen icons.</p>
	<p>Access the Main Menu Clean Screen option.</p>
	<p>Your administrator may place this icon on one of your softkeys as an energy-saving measure, or it appears on the Settings menu. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.</p>










Icon	Description
	Access the Main Menu Log out option.
	Access the Main Menu Network info options.
	Access the Options & Settings Screen and Sounds Options menu.
	Access the Options & Settings Call Settings menu.
	Access the Options & Settings Application Settings menu.
	Access the Options & Settings Language & Region menu.
	Access the Options & Settings Advanced Settings menu.
	Access the Options & Settings Speed Dial assignment menu. Access a Speed Dial number from the Home screen.
	Access the Options & Settings Favorites assignment menu. This feature is designated a "favorite." See Setting up favorites for more information.

Contact and call history icons

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


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




Icon	Description
	Details button. Touch to display more information about a line item or to access related information screens.
	Call History — all calls.
	Call History Missed call.

Icon	Description
	Call History Outgoing call.
	Call History Answered call.
	Contact — General telephone number.
	Contact — Home telephone number.
	Contact — Mobile Telephone number.
	Contact — Work telephone number.
	Contact — Delete individual numbers for a contact.
	Contact — Favorite.
	Presence icon indicating a Contact whose presence you want to track. Touch this icon to indicate you want to set up presence tracking on the Contact detail screen and enter a phone number or URI/URL to be tracked for this Contact.

Feature-related icons

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











Icon	Description
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover on page 73 for information.







Icon	Description
	Send All Calls feature is activated.
	Feature is activated.
	Feature is off (not activated).

Call-related icons

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

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

Icon	Description
	Incoming call is ringing.
	This call appearance line is not currently in use.
	Call is active.
	You placed this call on hold.
	Your calls are being forwarded.
	A bridged call appearance is in use.
	EC500 is on.
	A conference call is active.
	You placed a conference call on hold.
	Speakerphone volume is being adjusted.

Icon	Description
	Headset volume is being adjusted.
	Details button. Touch to display more information about a line item or to access related information screens.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the Volume button until the volume turns off. To reinstate volume, press + on the Volume button.
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover on page 73 for information.
	Your administrator may place this icon on one of your softkeys as an energy-saving measure, or it may appear on the Settings menu. Touching this icon turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.

Adjustable stand and display screen

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 may hear a clicking sound. Each of these clicks is a locking position for the display screen. Gently pull the display screen all the way towards you and push to return it to its original flat position.

The telephone stand attaches to the phone in one of two ways so that you can place the phone in a relatively flat position or at an angle. If your phone is in the upright position for wall mounting, 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.

Using the On-screen Keyboard

An on-screen keyboard appears when you add or edit a contact name or number, or when you personalize labels for your call appearances or features. You can switch between alphabetic and numeric keyboards, and you can use the keyboard to enter symbols and accented letters.

Use the diagrams that follow to add or change names, telephone numbers, or labels. Touching and holding the Backspace or cursor right/left buttons down produces an “automatic repeat” action that stops when you lift your finger or stylus. Remember to touch the “Done” check mark when you finish editing. Use the “Cancel” X to discard any edits and return to the previous screen, retaining the original information.

Figure 1: Text Entry Keyboard

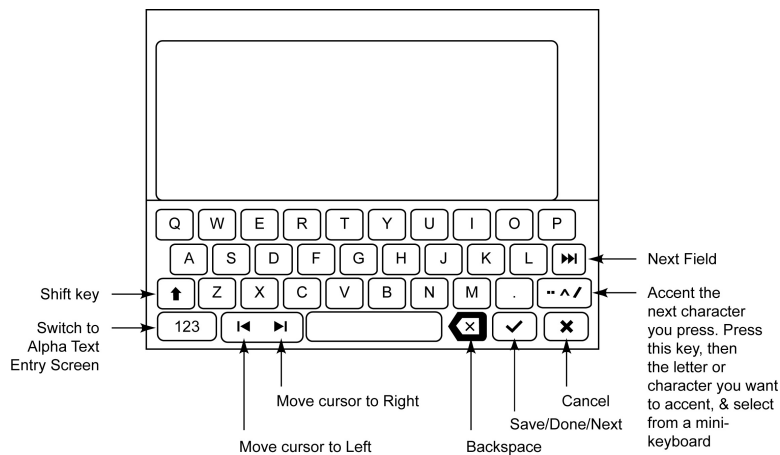
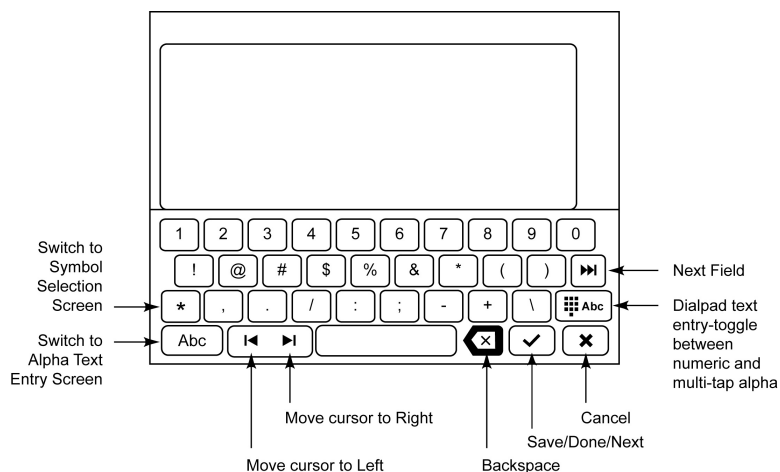


Figure 2: Numeric Entry Keyboard



Cleaning the screen

Clean the touch screen periodically to remove fingerprints and other marks by using a soft, slightly damp, lint-free cloth. From the Home screen, select Settings, then Touch Screen Cleaning to disable the touch screen so that you can clean it without initiating an action or application. Follow the instructions that display and press any phone button like Contacts or Home when you are done.

 **Warning:**

Use plain water or a cleaner specifically designed for LCD, computer, or touch screens only. Do not use harsh chemicals, window cleaner, abrasives, aerosol sprays, ammonia, or solvents to clean the touch screen. Do not get moisture into openings.

Viewing Network Information

Your system administrator may ask you to check certain phone or network settings to investigate problems. Access network information from the Home Screen. Network Information has seven different viewing options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, 802.1X Parameters, Miscellaneous, and Diagnostics.

Your system administrator will instruct you further as to which network information options and settings are needed.

Chapter 2: The Home Screen

Press the Home button under the display to access the Home screen. The Home screen has icons that let you access your telephone's options and settings to adjust or customize them, view your phone and network settings, use Favorite buttons, clean the screen, access your calendar (if available), and log out.

You can set up speed dial icons and Favorites to appear on your Home screen. See [Setting up speed dialing](#) on page 26 and [Setting up favorites](#) on page 27, respectively. Your administrator may make other Web-based applications available on your Home screen, for example, a corporate directory or support page. To invoke any application you see on the Home screen, touch its icon. If you have designated more than nine Favorites, or your administrator has enabled more than eight total WML and Avaya-provided applications, you have a second page for your Home screen. Touch the scroll bar on the right side of the Home screen to view the next page.

See [Options & Settings](#) for more information.

If you have a Calendar application, you can review appointments and reminders. See [Integrating other applications with your phone](#) on page 33 to set up your calendar preferences and [Using the Calendar](#) on page 59 for information on working with this feature.

The exact content of your Home screen depends on how your administrator has set up your system but it always includes Settings, which displays a menu that lets you change your call settings, the language in which information displays on the screen, the way your screen looks and sounds, clean your screen, log your phone out, and more.

Note:

The Settings options that appear depend on how your extension was administered. Some options described in this guide may not be available to you.

Options and Settings

The Settings menu contains choices for:

- Options & Settings
- Network Information
- Light Off
- Touch Screen Cleaning

- About Avaya one-X
- Log Out

The Options & Settings menu provides access to:

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

Network Information shows summaries of network-related parameters for your phone, often used in troubleshooting with your administrator. For more information, see [Viewing Network Information](#) on page 20.

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

Touch Screen Cleaning disables the display so you can remove fingerprints or other marks from the touch screen. For more information, see [Cleaning the screen](#) on page 20

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

Log out is used when you want to sign off the phone, to protect your settings or to allow another user to log in to your phone. Logging out prevents unauthorized use of your phone. Log out does not display unless your phone (and any associated button module) is in an idle state.

Setting the Phone Screen on calling

Set the Phone Screen on Calling to Yes, to automatically display the Phone screen when you make a call.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch Phone Screen on Calling to change it from Yes to No or No to Yes.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting the Phone Screen on ringing

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

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch the Phone Screen on Ringing setting to change it from Yes to No or No to Yes.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Displaying 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 **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.

5. On the Call Settings menu, touch Display Call Timers to change the setting from Yes to No or No to Yes.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

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 **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch Redial to change it from List (the last four, five, or six numbers display when you touch Redial, depending on your deskphone model) to One Number (touching Redial dials the last number called) or One Number to List.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

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 **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch Visual Alerting to change it from Off to On or On to Off.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting mute alerting

You can set Mute Alerting to notify you audibly and/or visually if you start speaking when a call is muted. If you choose Audible, the deskphone will beep once if you start talking while the call is muted. If you choose Visual, the Status line will display a flashing message to remind you that the phone is muted if you start speaking when a call is muted. If you choose Both, the Status line displays a flashing message and you receive an audible “beep tone” if you start speaking while the phone is muted.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Select Call Settings.
 5. On the Call Settings menu, touch Mute Alerting to change the setting from None to Audible, from Audible to Visual, or Visual to Both (visual and audio).

 **Note:**

Setting the value to Audible, Visual or Both causes the Mute Alert toggle feature to display on the Phone screen.

6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

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 **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch Audio Path.
 6. Touch the setting to toggle between the available choices.

7. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

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

 **Note:**

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

1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Call Settings.
 5. On the Call Settings menu, touch Dialing Option to change it from On-hook to Editable or Editable to On-hook.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting up speed dialing

You can assign speed dial numbers to up to 10 people in your contact list. Then when you want to call a speed dial contact, simply touch the number you've assigned to that person.

1. Press **Home**.
2. Touch Settings.
3. Touch Options & Settings
4. Scroll to and touch Assign Speed Dial Entries....
If your telephone does not display the Assign Speed Dial option, your administrator has not made this feature available.
5. To un-assign an existing speed dial contact, scroll to the line you want to un-assign and touch that line. Proceed to the next step to reassign that number.

6. To add a speed dial contact, scroll to the first unassigned line and touch that line.
 7. Scroll to the contact you want to assign and touch that line.
 8. Select the telephone number you want to assign.
-

Setting up favorites

You can create a list of up to nine favorite contacts or features for quick access. The contacts and/or features on your favorites list display as you scroll past your last call appearance.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Assign Favorite Entries....
If your telephone does not display the Assign Favorite Entries option, your administrator has not made this feature available.
 5. To add a favorite contact, select an assignment line and touch the **Contacts** softkey. To add a favorite feature, select an assignment line and touch the **Features** softkey.
 6. If you are assigning a favorite contact, select the telephone number you want to use to call this favorite person.
-

Next steps

To call a favorite contact or access a favorite feature, scroll down through your call appearances. When the favorite contact or feature displays, touch the line on which it appears. Then touch the applicable softkey to call the person or activate the feature.

Personalizing button labels

You can change the labels that are displayed for your extensions, features, and system numbers or speed dial buttons. For example, you can change the label for your extension to "My Line." If you have a button module attached to your deskphone, you can change any of those labels as well; for example, you can change a Help Desk extension to read "Help Desk." For information on editing Autodial button labels, see [Assigning labels to pre-assigned \(Autodial\) numbers](#).

-
1. Press **Home**.

 **Note:**

To edit a label on an attached Avaya BM12 Button Module, press the **Edit** button on the module instead and proceed to Step 7.

2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Application Settings.
 5. On the Application Settings menu, touch Personalize Button Labels.
 6. Touch either Extensions... or Feature labels..., depending on which type of label you want to personalize.
 7. Touch the label you want to edit.
 8. Use the Edit keyboard to type the new label using up to 13 characters. For information about using the keyboard, see [Using the On-screen Keyboard](#) on page 19.
 9. Touch the **checkmark** to save the new label or **X** to return to the menu without saving.
 10. You can revert back to the default button labels by selecting **Home > Settings > Options & Settings > Application Settings > Restore Default Button Labels** and touching **Default**.
-

Adjusting the display brightness or contrast

These settings adjust the brightness of either the deskphone or an attached Button Module, or the contrast of an attached button module. You cannot adjust a deskphone's color display contrast.

 **Note:**

The 9621 IP Deskphone does not support button modules, therefore only brightness adjustment applies to that model.

1. Press **Home**.
2. Touch Settings.
3. Touch Options & Settings.
4. Touch Screen & Sound Options.
5. On the Screen & Sounds menu, touch Brightness or Contrast.

6. Touch either Phone or Module, depending on which item's brightness or contrast you want to adjust. If more than one button module is attached, additional Module lines display.

 **Note:**

Contrast adjustment applies only to an attached button module and not to the color display screen itself.

7. Touch the desired level on the bar indicator to adjust the brightness or contrast, depending on which attribute you are adjusting.
 8. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Choosing your ring tone

1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Screen and Sound Options.
 5. On the Screen and Sounds menu, touch Personalized Ringing.
 6. If you see a Scroll Bar, scroll to see the full list of ring tone options. Otherwise skip this step and proceed to the next step.
 7. Touch the ring tone to which you want to change.
 8. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting a call pickup ring tone

1. Press **Home**.
2. Touch Settings.
3. Touch Options & Settings.
4. Select Screen & Sound Options.
5. Select Call Pickup Ring Type.

6. Touch the desired line to listen to the ring tone.
 7. Repeat the last step until you find the ring tone you want for calls within your pickup group.
 8. Touch **Save** to make your selection your call pickup ring tone or **Cancel** to return to the menu without saving.
-

Setting call pickup alerting indication

You can set call alerting to notify you visually and/or audibly when you receive an incoming call.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Screen & Sound Options.
 5. On the Screen & Sound Options menu, touch Call Pickup Indication. Repeatedly touch Call Pickup Indication to scroll through the possible settings of Audible, Visual, Both (visual and audible), or None (no call pickup alert indication).
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Changing the background logo

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

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Screen and Sound Options.
 5. Repeatedly touch Background Logo to scroll through the possible logo choices.
 6. Touch **Save** or **Cancel** to return to the menu without saving.
-

Turning button click sounds on and off

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Screen and Sound Options.
 5. Touch Button Clicks to change it from On to Off or Off to On.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Turning error tones on or off

If the Error Tones option is On, your telephone produces audible feedback when you press a button that isn't valid or try to exceed the size of a text field. If you do not want to hear error beeps, set your error tone to Off.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Screen and Sound Options.
 5. On the Screen and Sounds menu, touch Error Tones to change it from On to Off or Off to On.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting the Quick Touch panel

When you use the Quick Touch panel, the Phone screen provides access to more of your features or call appearance buttons at a glance. You can set the Quick Touch Panel to display one (the default) or two lines, or set it not to display at all. Note that displaying the Quick Touch panel can limit your call appearances display to three lines at a time.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Screen and Sound Options.
 5. On the Screen and Sounds menu, touch Show Quick Touch Panel , then touch the **Right** softkey to change the setting from 1 Line to 2 Lines, from 2 Lines to 0, or from 0 to 1 Line.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Changing the display language

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Language & Region.
 5. On the Language & Region menu, touch Language.
 6. Touch the language to which you want to change.
 7. Touch **Yes** to confirm the selected language or **No** to return to the language list without changing the language.
-

Setting the time format

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

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Language & Region....

5. Touch Time Format to change from 12 hours to 24 hours or 24 to 12..
 6. Touch **Save** or **Cancel** to return to the menu without saving.
-

Turning automatic gain control on or off

1. Press **Home**.
 2. Touch Settings.
 3. Touch Options & Settings.
 4. Touch Advanced Options.
 5. On the Advanced Options menu, touch Automatic Gain Control.
 6. Touch the line with the device (Handset, Headset, or Speaker) for which you want to turn AGC on or off.
 7. Touch **Save** to save your setting.
-

Integrating other applications with your phone

If your administrator has set up this option, you can integrate Microsoft applications like the Microsoft® Exchange Server calendar with your phone. Currently, calendaring is the only integration feature available. First, establish your credentials (the user name and password you use for Microsoft Exchange Server email purposes and the location of your Exchange Server), then set your calendar preferences.

1. Press **Home**.
2. Touch Settings.
3. Touch Options & Settings.
4. Touch Advanced Options.
5. On the Advanced Options menu, touch Exchange Integration.
6. If you have already set up your credentials and do not want to change them, proceed to Step 9. To establish or change your credentials, select **Email Name & Password** and enter the following:
 - your Microsoft Exchange server email user name,
 - your Microsoft Exchange server email password,

- the location (domain/ip address) of the server on which Microsoft Exchange runs), and
 - whether you want to be prompted to enter your user name and password every time you access Microsoft Exchange calendaring on your phone; use the **Change** softkey or touch this line to change this setting from No to Yes or Yes or No.
7. Touch the applicable line and use the dialpad to type your credentials.
 8. Touch **Save** to save your settings and preferences.
 9. To set or change your calendar preferences, select **Calendar** and indicate/enter the following:
 - whether or not you want your phone to activate the calendaring feature; touch the line to change this setting from Yes to No or No to Yes.
 - whether or not you want your phone to remind you of items on your calendar; touch the line to change this setting from Yes to No or No to Yes.
 - if you want to be reminded of calendar items, indicate in minutes how far in advance you want to get a reminder for your appointments. For example, setting the value to 120 will cause a popup/reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder/popup to appear five minutes before the start time of appointment. Setting the value to 0 minutes will cause the reminder to be displayed at the start time of the appointment. Use the dialpad to enter numbers; use the **Backspace** softkey to remove an existing value, then use the dialpad to enter the new value.
 - whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the Exchange Snooze Timer value to 5 will cause a Reminder popup to reappear five minutes after you have “snoozed” it.
 - whether or not you want to hear a tone with a reminder popup window; touch the line to change this setting from Yes to No or No to Yes.
 10. Touch **Save** to save your settings and preferences.

 **Note:**

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

Chapter 3: 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.

An incoming call displays as a green line with a ringing bell icon. To answer the call just touch the call appearance line.

 **Note:**

Depending on how your telephone is administered, there may be some differences in the steps this procedure describes.

If you do not have the Go to Phone Screen on Ringing option enabled and if the Phone screen is not displayed, incoming calls display on the top line of the screen. You can touch the line to answer the call or press the Phone button to view the Phone screen. You must press Phone to choose a line or to view call options.

Answer an incoming call in one of the following ways:

If you are not on another call, lift the handset, touch the ringing call appearance line, press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.

 **Note:**

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

Answering a call

Chapter 4: Making a call

If you are not on a call, simply dial the number you want to call. If your dialing option is set to "editable" you can edit the number as you enter it, then call it using softkeys; see [Making a call using edit dialing](#) on page 38 for information. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list; press **Phone** again to display the Home screen, if desired.

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

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.

 **Important:**

During telephone failover (switching between telephone system servers during a system failure) the Emergency softkey may not be available until your telephone is connected with an alternate server, usually within several seconds.

-
1. Touch the **Emerg.** softkey. If you do not see an **Emerg.** softkey, pick up the handset or press the **Phone** button, then touch the **Emerg.** softkey.
 2. If the telephone prompts "Do you want to make an emergency call?" touch the **Yes** softkey.
Some phone systems will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker and displays "Emergency Call in Progress".
 3. To end the emergency call, touch the **End Call** softkey or press the **Speaker** button.
-

Clearing a number

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

Redialing a number

-
1. From the Phone screen, touch **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 24 for information on redial settings.

 **Note:**

The last number dialed and redial list are cleared if the Outgoing Call Log is cleared.

 **Note:**

Your system administrator can disable Redial functionality.

2. Touch the number you want to redial.
-

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 26.

Edit dialing works just like making a call on your cell phone - just start entering the number without hearing a dial tone. Using softkeys, you can change the number/character format or 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 touch the **Bksp** softkey to erase the previous character, one character at a time. To move the cursor forward or backward use the Right or Left Arrow softkeys.
 3. Touch **Call**.
-

Calling a person from the contacts list

You can call someone in your contacts list by touching the name in the list. You can find a name by scrolling to it, or by using the search box. Use the dialpad keys to enter the first few letters of the name and the screen will scroll to the first match in your list. When you find the entry you want, touch that line to dial that contact's primary number. If you have entered additional numbers for that contact, you can touch the **Details** button to see them, then touch the number you want to dial.

-
1. Press the **Contacts** button.
 2. Locate the contact you want by starting to type the person's name as it is listed. For example, if you added John Smith to your contacts List as "Smith, John" you would start typing his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
 3. To call the contact's primary number, touch the line on which the contact name appears.
 4. To call a non-primary number, touch the **Details** button to move to the detail information for the contact, then touch the desired number.
-

Calling a person from the call history

-
1. Press the **History** button.
 2. Touch the appropriate icon at the top right of the screen to view All Calls, Missed Calls, Answered Calls, or Outgoing Calls.

Making a call

For icon descriptions see [About Icons](#).

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

3. If you don't see the name of the person you want, scroll down until the name displays.
 4. When you see the name of the person you want to call, touch it to dial the corresponding number.
-

Making a call using a “click to dial” link

You can make a call using a “click to dial link” on a Web page or any other screen that provides a dialing link. Typically, a handset icon indicates a line with this type of link.

Chapter 5: Standard Call-Related Features

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

Depending on the action you want, either press the appropriate button on the face of the phone or touch the appropriate softkey while on the call.

Muting a call

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

 **Note:**

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

About mute alerting

Mute alerting provides audible and/or visual feedback on the Phone screen when you have muted a call and start speaking. This feature is available only when the Mute Alerting option is set to Audible, Visual, or Both (audio and visual) as described in [Setting mute alerting](#) on page 25 and you Mute an active call. Mute alerting is turned off automatically when you press the Mute button to take the call off mute.

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

Audible — A beep tone sounds if you start speaking after placing an active call on Mute. The line following your call appearance(s) displays a Mute Alert On toggle to allow you to turn mute alerting off.

Visual — The Status line displays the flashing message “Your phone is currently on mute” and a Mute icon displays on the Top line if you start speaking while a call is muted. The line following your call appearance(s) displays a Mute Alert On toggle to allow you to turn mute alerting off.

Both — Combines the actions and options of both audible and visual alerting, for example, the Mute Alert On/Off toggle displays on the Phone screen, the Status line displays a flashing message and icon (if applicable), and an audible alert sounds if you start to speak while the phone is muted.

 **Important:**

Using the Mute Alert On/Off toggle line on the Phone screen causes any future muted calls to assume the attributes of that setting rather than the setting you saved in the Home screen's Screen & Sounds Mute Alerting option. The Mute Alert toggle is “on” by default unless you turn it off. For example, if you use the Mute Alert On/Off toggle to turn off mute alerting while on a call, and then mute a subsequent call, no alerting will occur. In this case, to receive mute alerts again, you must change the Phone screen Mute Alert On/Off toggle to “On.”

-
1. To turn Mute Alerting Off while active on a call, touch the **Mute Alert On/Off** line to change the setting to “Off.”
 2. To turn Mute Alerting On while active on a call, touch the **Mute Alert On/Off** line to change the setting to “On.”
-

Putting a call on hold

-
1. If you are not active on the line you want to put on hold, touch that line.
 2. Touch **Hold**.

 **Note:**

A hold timer may display when you put a call on hold. For more information, see [Displaying call timers](#) on page 23.

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

Transferring a Call

-
1. From the Phone screen, with the call you want to transfer active, touch **Transfer**.
 2. Dial the number to which you want to transfer the call.
 3. Touch **Complete** to transfer the call. For an attended transfer, answer the call, then touch **Complete**. For an unattended transfer, press **Complete** without answering the call.
-

Using the conference feature

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. Select any idle call appearance and dial the first conference participant.
 2. From the Phone screen, touch **Conference**.
 3. Dial the telephone number, or call the person from the Contacts list, or call the person from the list.
 4. When the person answers, touch **Join** to add the person to the existing call.
 5. To add another party to the conference call, touch **Add**.
 6. Repeat Steps 3 and 4 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. Touch **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. Touch **Resume** to take the call off hold.
 5. Touch **Join** or **Conf** 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.

-
- Touch **Hold** during a conference call.
-

Dropping the last person added from a conference call

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

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 Forward button is illuminated. Alternately, you may have your forwarding feature(s) available on a Quick Touch panel, if your administrator has set up this capability. When the Forward button light is on, one or more of the forwarding features are active. The forwarding features available on your phone depend on the options your 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. Pressing Send All turns Send All Calls on. If it is already on, pressing Send All turns it off. Touching the Send All softkey turns Send All Calls on, changing the appearance of that softkey to indicate the feature is on. If this feature is already on, touching the Send All softkey turns the feature off and the softkey appears normal. You can also turn Send All Calls on or off by using the telephone Features list.

Touch **Send All** or touch **Forward** to access the main Forwarding menu, then touch Send All Calls 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. If available, your call forwarding features are listed on a Forwarding features menu.

-
1. Touch **Forward**.
 2. Touch the forwarding feature you want to activate or deactivate.
When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.
 3. Enter the number to which you want to forward your calls as the destination, then touch **Enter**.
After you enter the forwarding number, you hear a confirmation tone.
-

Turning off call forwarding

-
1. Scroll down to the active Call Forward button.
 2. Touch the line on which **Call Forwarding** appears to turn call forwarding off .
When you turn off the Call Forwarding feature, you hear a confirmation tone.
-

Chapter 6: Using bridged call appearances

In addition to your own call appearances, your phone may show one or more bridged call appearances on the display screen. A bridged call appearance typically belongs to someone else, but bridging allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your telephone. You can also make outgoing calls on a bridged call appearance 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.

1. Select the bridged call that you want to answer. Touch the bridged call that you want to answer.
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. Touch **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. Touch the call appearance of the bridged call in progress that you want to join.
2. Touch the **Bridge** softkey.

Making an outgoing call on a bridged line

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

from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

-
1. Touch the bridged line you want to use.
 2. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
-

Chapter 7: Using the contacts feature

You can save up to 250 names and up to 6 telephone numbers per name. When you press the **Contacts** button, you are automatically put into Contacts search mode.

 **Note:**

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

Searching for a contact

You can jump to a certain group of letters in your Contacts list by pressing the associated dial pad button. For example, if you press 3, the Contacts list might display entries starting with D, E, F, or 3 depending on how you set up your contacts. With each successive dialpad key press, the Contacts list “drills down” to display matching entries.

 **Note:**

On hook dialing must be disabled to allow this type of Contact search; to enable/disable on-hook dialing, see [Setting dialing options](#).

-
1. Press **Contacts**.
 2. Using the dialpad, start typing the name for which you want to search.
Keep in mind how your Contact list is set up. If you set up your contacts as “Last Name, First Name” start typing the letters of the last name. If you have set up your Contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.
 3. Touch the line to call the person or the **Edit** icon to edit contact information.
-

Next steps

If your administrator has set up a corporate contact list or database, you can extend a search. For information, see [Extended searching](#) on page 50

Extended searching

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

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

-
1. Press **Contacts**.
 2. Touch **Search**.
 3. Use the or the on-screen keyboard to enter all or part of the first and last name of the person you want to call.
 4. If you are using the on-screen keyboard, touch the checkmark to start the search. Otherwise, touch **Search** to start the search.
 5. If the search displays the name and number of the person you want, select the line on which that person appears and press the appropriate softkey: touch the line on which that person appears, then touch the appropriate softkey:
 - **Call** to dial that person's number.
 - **Details** to see detail information on this person.
 - **+Contacts** to add this person to your Contacts list.
 - **Cancel** to return to the Search screen.
 6. If the search does not locate the person you want, touch **Cancel** and use this procedure to perform a different search. For example, if you entered a partial first and/or last name, enter the name in its entirety and search again.
-

Viewing contact details

-
1. Press **Contacts**.
 2. Find the contact you want to view. If necessary, scroll to it.

3. If you have entered more than one number for a contact, touch the **Details** button on the Contact line to see all the phone numbers for this person.

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

4. Take one of the following actions:
 - Touch a number to dial it.
 - Touch **Edit** to change the detail information on this person.
 - Touch **Delete** to remove this person from your Contacts list.
 - Touch **Back** to return to the Contacts list.
-

Adding a new contact

You can add up to six numbers for a contact, but you can designate only one number as primary.

-
1. Press **Contacts**.
 2. Touch **New**.
 3. Enter the name using the keyboard. See [Using the On-screen Keyboard](#) on page 19 for more information.
 4. Touch the **check mark** or **Next** button.
 5. Enter the primary telephone number using the keyboard. The primary number is the first number entered and the one that will always display on the Contacts list without having to go into contact details.
 6. Touch the **check mark** to indicate you are finished entering the name and primary telephone number.
The telephone displays your entries in a business card format.
 7. Take one of the following actions:
 - To change the name, touch that line and edit the entry following Step 3.
 - To change the number, touch that line and edit the entry.
 - Touch a blank line to add another number using the on-screen keyboard, then touch the applicable icon representing the type of number (mobile, work, home, or track presence). Repeat this step if you want to add a third number for the new contact. If you are entering information to track this contact's presence, provide a value that represents the extension number, or an "at" @ symbol, and the company name, for example, 21234@avaya.com. You can then

determine the contact's presence based on presence icons that appear next to this person's name/number.

- Touch **Cancel** to return to the Contacts list without saving the new contact information.
- Touch **Primary** to change the primary number. See [Changing the primary contact number](#) on page 52 for more information.

8. Touch **Save**.

Editing a contact

1. Press **Contacts**.
 2. Search for the contact you want to edit.
 3. Touch the **Details** button to the right of the contact to display detail information.
 4. Touch **+** to add another number for the contact or touch **Edit** to edit the name or any of the numbers.
 5. To edit a name or number, take one of the following actions:
 - Touch **Primary** to change the primary number. See [Changing the primary contact number](#) on page 52 for more information.
 - Touch the Name or number you want to edit.
 - Touch a blank line to add a number.
 - Touch **Cancel** to return to the Contacts list.
 6. Use the onscreen keyboard to make changes to the contact information. See [Using the On-screen Keyboard](#) on page 19 for more information.
 7. To change other contact information, repeat Steps 5 through 7.
 8. When you finish changing contact information, touch **Save**.
-

Changing the primary contact number

If a contact has two or three numbers, the primary contact number is the first number in the list. It is the number dialed when you touch a contact in the Contacts list. By default, the first number you enter for a contact is the primary number.

-
1. Press **Contacts**.
 2. Search for the contact whose primary number you want to change.
 3. Touch the **Details** button for the contact to display detail information.
 4. Touch **Edit**.
 5. Touch **Primary**.
 6. Touch the number you want to become the new primary number.
 7. Touch **Done**.
 8. Touch **Save**.
-

Deleting a contact

-
1. Press **Contacts**.
 2. Touch the **Details** button on the contact you want to delete.
 3. Touch **Delete**.
 4. Touch **Delete** again to confirm or **Cancel** to cancel the deletion and return to the Contact detail screen.
-

Chapter 8: Call History

The History screen provides a list of recent calls, with information about call disposition (missed, answered, or outgoing) and with caller name and number (where available), call time, and call duration. Call History also shows bridged calls. If you are a member of a call pickup group, any calls you picked up for another person or that you missed and were answered by someone else in your pickup group are shown with a Forwarding icon to allow you to review details of that type of call. When you have one or more missed calls, the History button lights and the Missed Calls icon and the number of missed calls display on the top line. To call a person listed in your Call History, see [Calling a person from the call history](#) on page 39.

Viewing the call history

-
1. Press **History**.
You can go to the top of the list by pressing **History** again.
 2. If you want to see a different list, touch the applicable icon at the upper right representing answered, outgoing, or missed calls.
 3. Scroll up or down to view the entries on the list.
-

Viewing call history details

-
1. Press **History**.
 2. If you want to see a different list, touch the icon at the upper right representing the list you want to view.
 3. If you don't see the call whose details you want to review, use the scroll bar to find it.

4. Touch the right arrow on the call for which you want to see detail information.
 5. Touch **Back** to return to the list view, or touch **Delete** to remove this call from the log, or touch **+Contact** to add this person and phone number to your Contacts list.
-

Adding an entry from the call history to your contacts list

-
1. Press **History** button.
 2. Touch the **Details** button of the number you want to add to your Contacts list.
 3. Touch **+Contact**.
 4. Edit the name and telephone number, if necessary.
 5. Touch **Save**.
-

Removing an entry from call history

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

Clearing all call history entries

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

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

Turning off call history

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

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

Call History

Chapter 9: Using the Calendar

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

 **Note:**

To enable the Calendar and set an appointment advance reminder time and tone, see [Integrating other applications with your phone](#).

Calendar Appointment Reminders

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

To ignore the reminder now, but to be reminded after a “snooze” period (set using the [Exchange Integration](#) option on the Avaya Menu), touch **Snooze**. To ignore the reminder completely, touch **Dismiss** instead.

Reviewing your appointments

You can use your phone to review your calendar appointments at any time.

 **Note:**

See [Integrating other applications with your phone](#) to enable the Calendar application and to optionally set a visual and/or audio reminder time or a reminder “snooze” period.

To access the Calendar from the Phone screen, scroll down past the last call appearance line and select Calendar . Appointments display in start time order.

With an appointment displayed, choose one of the following options:

- Touch **Prev** or **Next** to move backward or forward from one appointment to another.
- To call the person with whom you have the appointment, a telephone number must be present on the Appointment detail screen. Touch **Call** to call that person.
- To update the calendar with any new appointments you may have set up on your calendar, touch **More**, then **Refresh**.
- To exit the calendar and return to the Phone screen, touch **More** again.
- If you pressed More and want to re-display the previous set of softkeys (Call, Prev, Next), touch **More**, then **Exit**.

Chapter 10: About Features

Your administrator may have set up your telephone so that it presents the Features as described in this chapter together on one screen with your call appearances; if so, the features work as described in this chapter, but they do not appear on a separate Features menu. The Features menu gives you access to advanced telephony features, such as Directory, Abbreviated Dial, Speed Dial buttons, and Call Forwarding. 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. Other features like Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features menu. Forwarding features are also listed in the Forward menu. The particular features available to you depend on what your administrator has assigned to your phone.

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

Accessing the Features menu

From the Phone screen, touch the **Features** button at the upper right corner to view the Features menu. If you don't see a Features button, scroll right to display the Features menu.

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



Note:

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

Feature Table

Feature names are often abbreviated to fit your deskphone or button module display area. Use this table as a cross-reference to standard feature names and their corresponding common abbreviations. Depending on how your system is administered, not all features shown here

may be available to you. For detailed information about a feature, click its link in the Feature Name column.

Feature Name	Common Abbreviation
Auto Dial	Phone number or extension set up by your administrator as an auto-dial number, followed by a telephone icon or “Autodial”
Making an auto intercom call on page 64	Auto Icom; Auto In
Setting up automatic call back on page 64	Auto Callback
Forwarding calls on page 45	Cfrwd or CFrwd with a third-party's extension if applicable
Call Forwarding Busy/Don't Answer	CFBDA
Parking a call on page 66	Call park
Picking up a call from your pickup group on page 67	Call pickup
Blocking your extension from displaying during calls on page 65	CPN Block
Displaying your extension on outgoing calls on page 66	CPN Unblock
Calling someone in your intercom group on page 68	Dial Icom
Picking up a call to another extension on page 67	Dir Pickup
Configuring simultaneous ringing for multiple telephones (EC500) on page 70	EC500
Exclusion	Exclusion
Extending a call to your cell phone (EC500) on page 70	Extend Call
Picking up a call to another call pickup group on page 67	Ext Pickup
Tracing a malicious call on page 68	MCT Act
Recording a call on page 69	Audix Record
Making a priority call on page 69	Priority Call

Feature Name	Common Abbreviation
Send All Calls on page 45	SendAllCalls, SAC, or SAC with a third-party's extension, if applicable
Interrupting a call with a whisper page on page 70	Whisper Act

 **Note:**

If you have personalized labels for any of the features available to you, the personalized label displays instead of the feature abbreviations shown here.

Monitoring other extensions at a glance

If your job requires that you cover or monitor phones for others, your system administrator may set up “busy indicators” so that you can see whether an extension you cover is idle or busy at a glance. Extensions you can monitor with busy indicators show the word “Busy” next to the extension number.

-
1. From the Phone screen, touch **Features** on the top right corner of the screen.
 2. Touch **System Numbers** to display the System Numbers menu.
 3. If necessary, scroll to the line button for the extension you want to check. If that extension is in use, the busy indicator displays next to the word Busy.
 4. To call a monitored extension, scroll to the applicable line and touch that line.
-

Assigning labels to pre-assigned (Autodial) numbers

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

-
1. From the Phone screen, scroll right to access the System Numbers menu.
 2. Touch the line to which you want to assign a label or number.

Some labels are not editable. If you can't touch a certain line or hear an error tone when you press the line button, you cannot edit that label.

3. Touch **Edit**.
 4. Use the dialpad to enter the label text or the Autodial number.
 5. Touch **Save**.
-

Setting up automatic call back

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

-
1. After calling an extension and while receiving a busy signal, access the Features menu.
 2. If necessary, scroll down to Auto Callback and touch the corresponding line.
 3. When you hang up the callback call, the feature deactivates automatically.
-

Making an auto intercom call

Use the Auto-Intercom feature to call a specific extension or intercom group.

-
1. Before dialing, scroll right from the Phone screen to access the Features menu.
 2. If necessary, scroll to Auto Icom and touch that feature.
Two numbers display with the Auto Icom feature, for example “Auto icom 2 3”. The first number denotes the intercom group number for the Dial Intercom feature. The next number denotes the extension your administrator has predefined as your automatic intercom destination extension.
 3. Touch the number(s) that corresponds to the destination extension.
 4. Touch **Enter** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.
-

Call Forwarding when your line is busy or if you don't answer

The Call Forward Busy/No Answer feature allows you to set a number to which your calls will be forwarded when your line is busy or when you don't answer a call. You must enter the telephone number where the calls will be forwarded each time you use this feature.

-
1. Touch **Forward** to access the main Forwarding menu.
 2. Select Call Fwd Busy/No Ans.
 3. Enter the number to which you want to forward your calls as the destination.
 4. Touch **Enter**.
 5. Touch the line on which Call Forwarding appears to turn call forwarding off.
-

Blocking your extension from displaying during calls

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

-
1. From the Phone screen, access the Features menu.
 2. Select **CPN Block**.
To stop calling party number blocking, see [Displaying your extension on outgoing calls](#) on page 66.
 3. Touch **OK**.
 4. Enter the extension number you do not want the called party to see.
 5. Touch **OK** to start calling party number blocking.
-

Displaying your extension on outgoing calls

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

-
1. From the Phone screen, access the Features menu.
 2. Select **CPN Unblock**.
To set up calling party number blocking, see [Blocking your extension from displaying during calls](#) on page 65.
 3. Touch **OK**.
 4. Enter your extension number.
 5. Touch **OK** to stop calling party number blocking.
-

Parking a call

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

-
1. During an active call, access the Features menu.
 2. If necessary, scroll down to Call Park and touch the corresponding line.
 3. At the other telephone, touch the Call Park line/feature button to unpark the call.
-

Unparking a call

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

-
1. From the Phone screen, access the Features menu.
 2. If necessary, scroll down to Call Unpark and touch the corresponding line.
 3. Enter the original extension from which the call was parked.
 4. Touch **OK** to release (unpark) the call.
-

Picking up a call to another extension

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

-
1. Scroll right from the Phone screen to access the Features menu.
 2. If necessary, scroll down to Directed Call Pickup and touch **OK**.
 3. Answer the call as you normally would.
-

Picking up a call to another call pickup group

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

-
1. Scroll right from the Phone screen to access the Features menu.
 2. If necessary, scroll down to Extended Call Pickup and touch **OK**.
 3. Answer the call as you normally would.
-

Picking up a call from your pickup group

When your administrator has set up your phone as part of a "pickup group" use the Call Pickup feature to answer any other phone in the group.

-
1. From the Phone screen, access the Features menu.
 2. If necessary, scroll down to Call Pickup and touch the corresponding line button.
 3. Answer the call as you normally would.
-

Calling someone in your intercom group

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

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

Tracing a malicious call

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

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

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

 **Important:**

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

Recording a call

Use the One Touch Recording (OTR) feature to record a malicious call on your voice mail system. This feature is available only if your administrator has set up the feature on your telephone.

-
1. During an active call, scroll right from the Phone screen to access the Features menu.
 2. If necessary, scroll down to OTR and touch the corresponding line to start recording the call.

 **Important:**

Some countries, states, and localities have laws that determine if and under what circumstances you can record telephone conversations. Before using the OTR feature, you must understand and comply with these laws.

3. Hang up to stop recording.
-

Making a priority call

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

-
1. Before dialing, access the Features menu.
 2. If necessary, scroll down to Priority Call and touch **OK**.
 3. Enter the extension you want to call.
 4. Touch **OK** to immediately start dialing the priority call to that extension, where the call appearance will show the incoming call as a priority call.
-

Interrupting a call with a whisper page

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

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

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. Touch EC 500.

 **Note:**

When EC500 is on, the top line displays a cell phone icon; see [About Icons](#) for an illustration.

Extending a call to your cell phone (EC500)

The Extend Call feature allows you to “extend” a call that is active on your office phone to your cell phone using EC500 Extension to Cellular. This allows you to transfer an office call to your

cell phone and move away from your desk. This feature is programmed by your system administrator.

 **Note:**

Your system administrator sets the destination telephone number.

-
1. During an active call, access the Features menu.
 2. Select the Extend Call feature.
 3. Touch **OK** to send the call to your cell phone.
 4. Answer the call on your cell phone. The call remains active on your desk phone as well, so you can switch back if you want.
-

Chapter 11: Limited access during failover

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

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

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the softkeys at the bottom of the display to determine the actions you can take during failover; also try the **Phone** button to display the **Home** screen for possible actions.



Important:

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

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

- Messages like "Acquiring service (if telephone registration hasn't completed)," "Link recovery," "Limited phone service," and "Calls may be lost" may inform you of a failover situation.
- If you are on a call when failover occurs, that call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain softkeys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls may be dropped. Incoming calls may not reach you; such calls may go to voice mail.
- Emergency calls may or may not work, depending on the stage of failover and the functionality available on the alternate server.
- Once the transition to a new server has occurred, bridged call appearances are available. Despite a "Log Bridged Calls" option setting of yes, bridged calls are not logged during failover but are available once the phone transitions to the alternate server.
- The Message Waiting Indicator is cleared, but voice mail may still be available if the voice mail server to which calls are being sent is not in failover.

- Once the transition to a new server has occurred, advanced features like Call Park/Unpark, Priority Call, or Automatic Callback may be available. Favorite features are not available during failover but should be available after transition to the alternate server, depending on your system's failover structure.
- Autodial numbers are available on the System Numbers screen during failover.
- If your phone operates under the latest software, changes to Options & Settings can be made/saved. Note that any new or changed settings for these options may not become effective until the phone transitions to the alternate server or fails back to its original server.
- If your phone operates under the latest software, Contacts can be accessed and changed during failover to the alternate server. However, contact changes and new entries are limited to no more than 25 and only one change to a specific contact is allowed. Also, contact searches may be limited; in this case the message "Limited Search results available" displays.
- Once the transition to a new server has occurred, if you are part of a corporate Directory or database, access may be limited to local contacts only.
- You can press the **Phone** button to access Home screen Web links/pages during failover (if normally available), however, any "click to dial" links will not work until the phone transitions to the alternate server.
- Transitions back to the normal server will restore all original functionality.

Chapter 12: About locking and 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. Lock your phone or 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 History backup is enabled or not, Call history may be lost when you log out your extension.

Locking and unlocking your telephone

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

-
1. If the Phone screen is not displayed, press **Phone**. To lock the phone, be sure no calls are in progress. Alternately, on the Feature menu, select **Phone Lock**.

 **Note:**

Complete any active calls or other telephone functions before attempting to lock the phone.

2. Touch the **Lock** softkey.
 3. To unlock your phone, touch the **Unlock** softkey and enter the password you use for telephone login.
-

Logging in to your telephone extension

Log in from the initial screen when it prompts you for your Username. Depending on your telephone system, certain telephones allow you to log in and use another person's phone as

a “visiting user.” When you are logged in to another phone as a visiting user, a preset timer may terminate your login after a predetermined period of inactivity. When you log in to another phone as a visiting user, your “home” phone becomes inactive for all but emergency calls and displays a message indicating you are logged in at a different phone.

-
1. Enter the extension number your system administrator has assigned to you for login.
 2. Touch Password.
 3. Enter the password your system administrator has assigned to you.
 4. If applicable, enter your SIP User ID.
 5. If your system is set up to allow visiting user privileges, touch the Primary Phone line to indicate whether you are this phone's primary user (Yes) or whether you are a visiting user of this phone (No).
 - 6.
 7. Touch **Enter**.
-

Logging out of your telephone extension

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Log Out
 4. Touch **Yes** to confirm.

Your contacts, speed dial settings, favorites, and Autodial numbers are saved during logout and are available the next time you log in to your extension. If you had logged in as a guest user, the deskphone's original settings are restored upon logout.

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

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