



# **Using Avaya 9621G/9641G/9641GS IP Deskphones H.323**

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#### Note

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

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### Regulatory Statements

#### Australia Statements

#### Handset Magnets Statement:

#### Danger:

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

#### Industry Canada (IC) Statements

##### RSS Standards Statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and

2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

#### Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

#### Radiation Exposure Statement

This device complies with Industry Canada's RF radiation exposure limits set forth for the general population (uncontrolled environment) and must not be co-located or operated in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition aux rayonnements RF d'Industrie Canada énoncés dans la population générale (environnement non contrôlé) et ne doivent pas être co-situés ou exploités conjointement avec une autre antenne ou émetteur.

#### Japan Statements

##### Class B Statement

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

#### Denan Power Cord Statement



#### Danger:

Please be careful of the following while installing the equipment:

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



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#### México Statement

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

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

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

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

#### Power over Ethernet (PoE) Statement

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

#### Taiwan Low Power Radio Waves Radiated Devices Statement

802.11b/802.11g/BT:

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

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

#### 802.11b/802.11g/BT 警語:

第十二條→經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

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#### U.S. Federal Communications Commission (FCC) Statements

##### Compliance Statement

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

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

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interferences that may cause undesired operation.

### *Class B Part 15 Statement*

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

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

### *Radiation Exposure Statement*

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

### **EU Countries**

This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from <http://support.avaya.com> or Avaya Inc., 211 Mt. Airy Road, Basking Ridge, NJ 07920 USA.

### **General Safety Warning**

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- There is a risk of explosion if you use an incorrect type of battery in the DECT handset. Replace used batteries with the correct battery type: Nickel Metal Hydride (NiMH), rechargeable, size AAA.
  - This product uses NiMH batteries which are recyclable and must not be disposed of as municipal waste to reduce the risk of releasing substances into the environment. At the end of the battery's useful life, remove the rechargeable batteries and take them to the nearest battery collection location to be recycled.
- Ensure that you:
  - Do not operate the device near water.
  - Do not use the device during a lightning storm.
  - Do not report a gas leak while in the vicinity of the leak.
  - Limit the power to the device over telecommunications wiring to 36-57 volt DC or  $\leq 1.3$  ampere DC.

To ensure the EMC Class B compliance when using a Collaboration Station with an external HDMI monitor, the monitor must be of a type with an external AC or DC power supply.

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# Chapter 1: Introduction

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## Introduction

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### Purpose

This document describes how to use product features and capabilities.

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### Intended audience

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

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### Related resources

#### Documentation

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

Document number	Title	Use this document to:	Audience
Implementing			
16-603603	<i>Installing and Maintaining Avaya 9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones H.323</i>	Refer to tasks related to installing and upgrading the deskphone.	Administrators
Using			
16-603594	<i>Using Avaya 9621G/9641G/9641GS IP Deskphones H.323</i>	Refer to tasks related to using the deskphone.	End users and administrators
16-603593	<i>Using Avaya 9608, 9608G, and 9611G IP Deskphone H.323</i>	Refer to tasks related to using the deskphone.	End users and administrators

*Table continues...*



16-603613	<i>Using Avaya 9608/9608G/ 9611G/9621G/ 9641G/9641GS IP Deskphones H.323 for Call Center Agents</i>	Refer to tasks related to using the deskphone in a call center.	Call center agents
Administering			
16-300698	<i>Administering Avaya IP Deskphone 9608/9608G/ 9611G/9621G/9641G/9641GS H.323</i>	Refer to performing administrative tasks related to the deskphone.	Administrators

## Training

The following courses are available on the Avaya Learning website at [www.avaya-learning.com](http://www.avaya-learning.com). After logging in to the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

Course code	Course title
ACIS-6006	ACIS - Avaya Communication Manager (5.2.1)
APSS-1300	APSS - Avaya Networking

## Viewing Avaya Mentor videos

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

### About this task

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

### Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
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  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and perform one of the following actions:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

#### **Note:**

Videos are not available for all products.

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## Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

# Chapter 2: Setting up the deskphone

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## Setting up the deskphone

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### Introduction to 9621G/9641G/9641GS deskphones

Your deskphone provides many features that include:

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

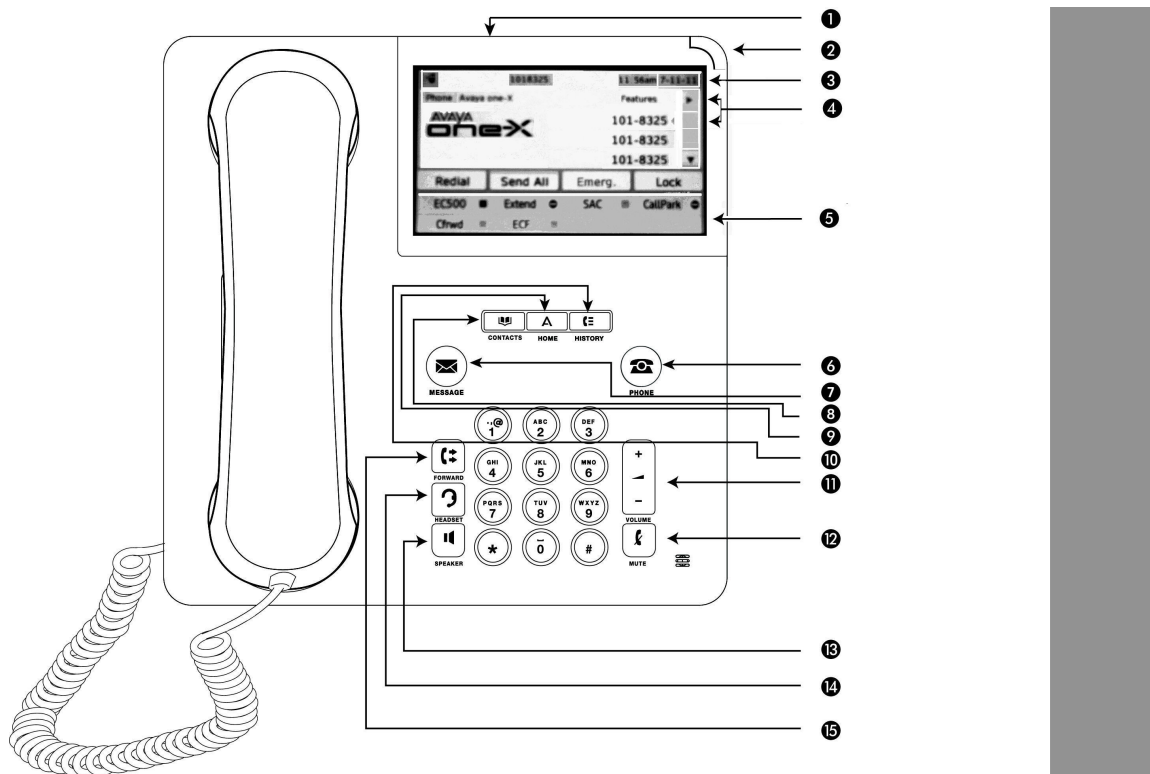
You can also attach up to three button modules to your deskphone to expand the available number of call appearances and features. Multiple button modules must all be the same type and same model. The 9621G model does not provide a port for button module attachment.

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

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

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






## Physical layout








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

Callout Number	Name	Icon if applicable	Description
1	USB port	N/A	You can use a USB device such as a memory stick, thumb drive, or flash drive to transfer contacts between your phone and an external data source. The USB option is available only if the administrator has configured the feature for your extension. See <a href="#">Importing and Exporting Contacts using USB Devices</a> on page 28 for more information. You can use the USB port for login and as a picture source for screensaver. You can also recharge some battery-powered devices by connecting the device to the USB port. The 9621G does not have a USB port.
2	Message waiting indicator	N/A	An illuminated red light in the upper-right corner of your deskphone indicates that you have a voice mail. If you enabled Visual Alerting on your phone, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the deskphone lights the <b>Message</b> button when you have voice mail.
3	Phone display	N/A	The first line shows status information such as the time and date, primary extension, error indications, and missed

*Table continues...*

Callout Number	Name	Icon if applicable	Description
			calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view other screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your administrator administers the system. The number of lines available on touchscreen deskphones depend on how your administrator administers the Quick Touch Panel (QTP). For more information, see <a href="#">Setting the Quick Touch panel</a> on page 61. Touch the line to start or answer a call. The last display line shows the QTP that displays the options that your administrator has administered for the extension such as EC500, Call Forwarding, or Extended Call Forwarding.
4	Features and call appearance lines	N/A	On touchscreen deskphones, call-related icons on the lines show the lines that are in use or available for calls. Touch the line that you want to use. Lines also indicate if the system has enabled or disabled a feature in the Feature view.
5	Quick Touch Panel (QTP)	N/A	The QTP displays the options that your administrator administers for the extension such as EC500, Call Forwarding, or Extended Call Forwarding.
6	Phone		The <b>Phone</b> button displays the Phone screen when you press the button. During a call, you can gain access to the following options from the Phone screen: <ul style="list-style-type: none"> <li>• Hold</li> <li>• Conference</li> <li>• Transfer</li> <li>• Drop call</li> </ul>
7	Message		When you press <b>Message</b> , you are connected directly to your voice mail system. The deskphone lights this button when you have voice mail messages waiting.
8	Contacts		When you press <b>Contacts</b> , the Phone screen displays the entries in your contact list.
9	Home		When you press <b>Home</b> , you gain access to the Home screen to configure options and settings, access the browser or any applications available.
10	History		When you press <b>History</b> , the Phone screen displays the history of your outgoing, incoming, and missed calls. The

*Table continues...*

Callout Number	Name	Icon if applicable	Description
			icon on the <b>History</b> the deskphone lights the button when you have missed calls. The top line shows the <b>Missed Call</b> icon and the number of calls that you have missed.
11	Volume		If you press <b>+</b> or <b>-</b> on the <b>Volume</b> button on an active call, the phone increases or decreases the volume of your handset, headset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.
12	Mute		Press the <b>Mute</b> button to mute a call in progress. To take a call off mute, press <b>Mute</b> again.
13	Speaker		Press the <b>Speaker</b> button to use the speakerphone. To take a call off speakerphone, lift the handset or press the <b>Headset</b> button.
14	Headset		Press the <b>Headset</b> button to use the headset if connected.
15	Forward		Press <b>Forward</b> to display the Forwarding menu.

## Adjustable stand and display screen

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

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

## Ringling on wireless headsets

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

### **Note:**

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

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

When an incoming call arrives:

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



## About logging in and logging out

If you share a deskphone with other users, you must log in and log out to maintain your preferences, call information, and options. Log out to prevent unauthorized use of your deskphone during your absence.

### \* Note:

Depending on how the administrator has configured your phone, for example, whether History backup is enabled or disabled, the phone might lose some information when you log your extension out.

Your administrator might provide you with a USB device with a preprogrammed extension and password, or may provide you with a PC-based tool for transferring this information on a USB device. This device enables you to use the USB device to log in to the administered extension and password automatically, from any deskphone in your system. Contact your administrator for more information. 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 can see are the Contacts on the USB device. See [Using USB Flash Drives with your phone](#) on page 28 for more information.

### \* Note:

Depending on how the administrator has configured your deskphone, your deskphone might display a Log-Off softkey in an idle state. You can use the Log-Off softkey to log out of the deskphone.

## Logging in to your deskphone

### About this task

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

If multiple gatekeepers are configured for the phone, the phone stops at the discovery mode in the following conditions:

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

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

### Procedure

1. Enter your extension.
2. Tap **Enter**.
3. Enter your password.

4. Tap **Enter**.
5. If your administrator configured the system to allow visiting user privileges the deskphone prompts for Login Mode. Tap the Login Mode that indicates whether you are a visiting user (Visiting User) or not (Default).
6. Tap **Enter**.

## Logging out of your deskphone

### About this task

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

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Press **Log Out** to choose **Log Out**.

## Logging in as a guest user

### About this task

Log in to another touch-based phone as a guest to retain the features and functionality of your own phone.

### \* Note:

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

### Procedure

1. Press **Home**
2. Tap **Settings**.
3. Select **Guest Login**.
4. Enter your extension number.
5. Tap **Enter**.
6. Tap **Password**.
7. Enter your password.
8. Tap **Enter**.
9. Tap the left or right arrow to select the duration from 1 to 12 hours for using this phone.

You can log out as a guest at any time despite the duration you select.

10. Tap **Enter**.

# Chapter 3: Navigating the phone

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## Navigating the phone

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### Scrolling and navigation

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

Tap and hold the appropriate scroll icons on the touchscreen to scroll through a page at a time in the direction you choose. Repeat the same action to activate the scrolling auto repeat feature.

To change between call appearances and features, tap **Features** or **Calls** on the touchscreen.

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

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


















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

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
### Icons

The icons in the following table indicate the state of a call, navigation choices, Call History types, Contact phone types, feature status, or the status of an attached or paired device.

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. Icons also appear on application screens like the Contacts or Call History lists, or World Clock and Weather. Home screen icons are touch-based to let you initiate actions like changing phone settings, accessing the Web browser, or accessing Avaya applications like the Calculator, World Clock, and Weather. 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
	Indicates an incoming call.
	Indicates a call appearance line that is not currently in use.
	Indicates that a call is active.
	Indicates that you have placed this call on hold.
	Indicates that your calls are being forwarded.
	Indicates that a bridged call appearance is in use.
	Indicates that the EC500 feature is activated.
	Indicates that a conference call is active.
	Indicates that you have placed a conference call on hold.
	Indicates that the speakerphone volume is being adjusted.
	Indicates that the headset volume is being adjusted.
	Indicates that more related information is available or additional screens can be accessed.
	Indicates that the call in progress is muted.
	Indicates that the ringer volume is off. To reinstate volume, press + on the <b>Volume</b> button.  To turn off the ringer press the <b>Volume</b> button until the volume turns off.
	Indicates that the call is using a wideband codec for quality voice calls.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates an energy-saving measure. This icon may also 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. This icon is configured by your administrator on one of the softkeys.

*Table continues...*















Icon	Description
	Indicates that your phone is in an “Unnamed Registration” state, caused by not entering an extension within 60 seconds of being prompted for one or not entering a password. In this situation, your phone may register with its call server but will show only one call appearance, no features, and will allow only outgoing calls. To switch from the unnamed registration state, login with a valid extension and password.
	Indicates that this team member is available. Your system administrator sets up teams as applicable.
	This Team icon indicates that this team member is having calls forwarded.
	This Team icon indicates that this team member is busy on a call and not available.
	This Team icon indicates that this team member is busy and is forwarding all calls.
	This Team icon indicates that the team member is busy and has an incoming call ringing.
	This Team icon indicates that the team member is busy and is having more incoming calls ringing.
	This Team icon indicates that a team member is calling.
	The Home screen icon that indicates the general phone number for a favorite Contact.
	The Home screen icon that indicates the home phone number for a favorite Contact.
	The Home screen icon that indicates the work phone number for a favorite Contact.
	The Home screen icon that indicates the mobile phone number for a favorite Contact.
	Indicates Call History for all calls.
	Indicates Call History for Missed calls.
	Indicates Call History for Outgoing calls.
	Indicates the Call History for Answered calls.

*Table continues...*



Icon	Description
	Indicates the General telephone number for a contact.
	Indicates the Home telephone number for a contact.
	Indicates the Mobile telephone number for a contact.
	Indicates the Work telephone number for a contact.
	Indicates the Favorite contact.
	Indicates that the Contact-Favorite Feature is on.
	Indicates that the Contact-Favorite Feature is off.
	Indicates that Bluetooth® is enabled, but no device is currently connected.
	Indicates that the phone is paired with and able to communicate with a Bluetooth® enabled headset.
	Indicates the Home screen WML Browser application if available.
	Indicates the Home screen (telephone) Settings menu.
	Indicates the My Pictures application where you can display pictures from the USB folder.
	Indicates the VPN settings menu.
	Indicates the icon for viewing the About Avaya IP Deskphone screen.
	Indicates the Home screen Calculator application.
	Indicates the Home screen World Clock application.
	Indicates the Home screen Weather application.
	Indicates that the weather is clear and fair.
	Indicates that the weather is partly cloudy.
	Indicates that the weather is cloudy.
	Indicates that the weather is a light rain.

*Table continues...*

Icon	Description
	Indicates that the weather is rainy.
	Indicates that the weather is snowy.
	Indicates that the weather is icy.
	Indicates that there is an ongoing thunderstorm.
	Indicates that the weather is windy.
	Indicates that there are severe storms.
	Indicates the main menu Touch Screen Cleaning option.
	Indicates the main menu Guest Login option.
	Indicates the main menu Log out option.
	Indicates the main menu Network info options.
	Indicates the Options & Settings Screen and Sounds Options menu.
	Indicates the Options & Settings Call Settings menu.
	Indicates the Options & Settings Application Settings menu.
	Indicates the Options & Settings Advanced Settings menu.

## The Home Screen

The Home screen provides several user-friendly features. Using the icons on the Home screen, you can customize your phone, view settings, obtain information about the time and weather through Web-based applications, use a calculator, and use Favorite speed dial buttons. The options available on the Home screen depends on how the administrator has set up the system. You must press the Home button under display to gain access to the Home screen. The Home screen includes the following standard Avaya features:

- **Settings:** Displays a menu that you can use to change your call settings, the language on the phone, the screen layout, or pair your phone with a Bluetooth® enabled headset, log in to the phone as a guest, clean your screen, log out your phone, and more.
- **World Clock:** Shows the time and weather in different parts of the world.

- **Weather:** Shows the current weather conditions in an area you choose and provides a weather forecast.
- **Calculator:** Provides a simple, four-function calculator.
- **My Pictures:** Using this feature you can use pictures from a USB device as the phone screensaver. Note: This feature is applicable only to the 9641G and 9641GS deskphones.
- **Web application:** You can set up shortcuts to view 9 web applications or information pages using this feature.
- **Favorites Help:** Using the help outlined here, you can add a person in your contacts list to your display as a quick dial number. Tap the number to make a call to that person.

You can also use **Contacts** to setup speed dial icons for up to 16 Favorite numbers on your Home screen. Your administrator might make available other Web-based applications such as a corporate directory or support page. To invoke an application you see on the Home screen, tap the icon. If the number of lines in the list is greater than the number of lines in the Application area of the Home screen, you can scroll to view the next line. Tap the scroll bar on the right side of the Home screen to view the next page.

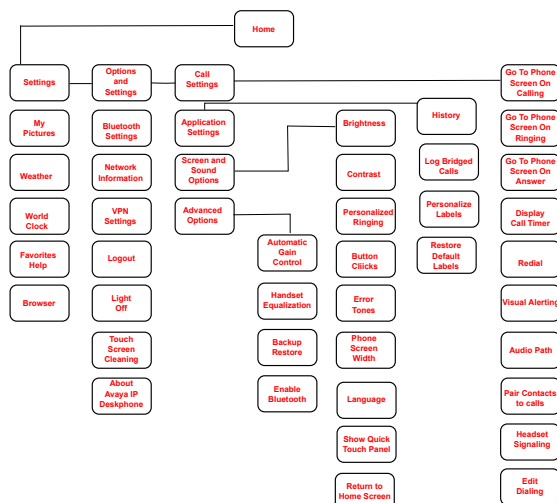
You can also administer up to 9 WML applications on home screen.

**\* Note:**

The Settings options that appear depend on how the administrator configured your extension. Some options described in this guide might not be available to you.

## Menu options

The following image shows the menu options that are available to you to view the current settings and configure the required parameters on the Avaya 9621G, 9641G, and 9641GS IP deskphones.



**\* Note:**

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

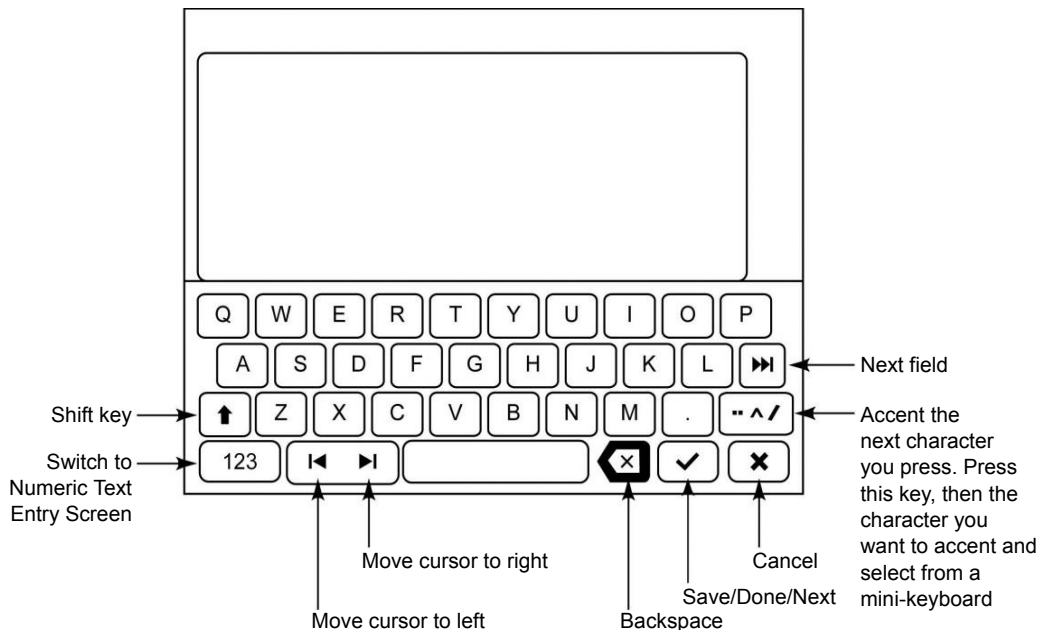
## Using the on-screen keyboard

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

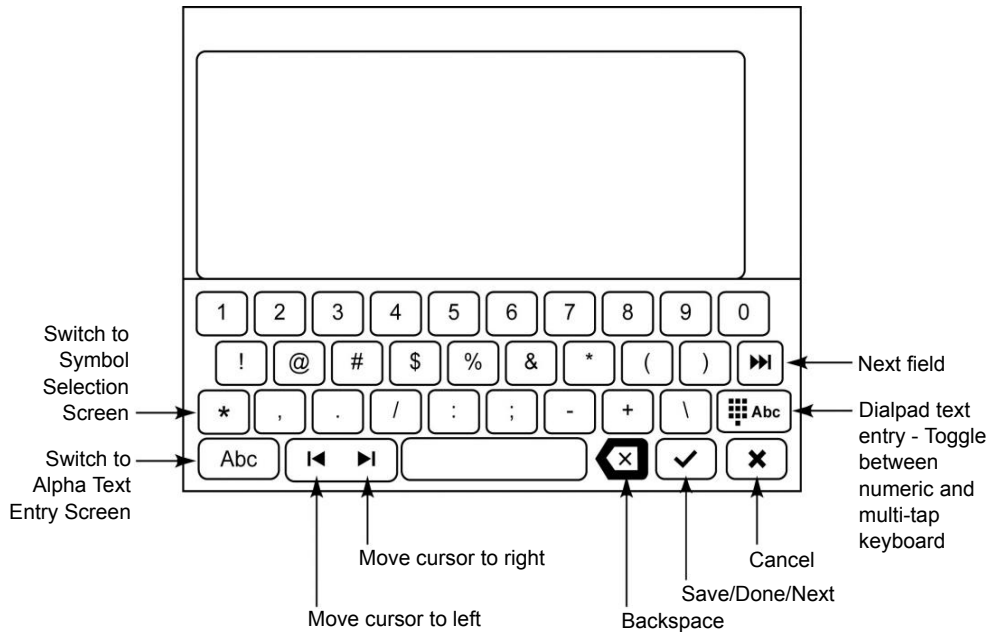
The deskphones support the on-screen keyboard for French and Russian languages. You can also search for contacts through a non-English keyboard.

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

**Figure 1: Text Entry Keyboard**



**Figure 2: Numeric Entry Keyboard**



## About Features

This topic describes the special features of your deskphone. Your administrator might have set up your deskphone with the features and the call appearances on one screen. The Features screen lets you gain access to advanced telephony features, such as Directory, Abbreviated Dial, Speed Dial buttons, and Call Forwarding. Using the Directory, you can dial other users on your system. You can use Send All Calls and Call Forward features to forward incoming calls to other numbers. When you enable the EC500, you can forward calls from your desk phone to your cell phone. The Forward menu also lists the forwarding features. The Features screen does not display the features assigned to an attached button module. The features that are available depend on what your administrator has assigned to your phone.

You can also invoke these features using the Feature Access Code (FAC) . If you activate or deactivate a feature using FAC and the corresponding feature button is not administered on the deskphone, you might not get the indication of the feature activation or deactivation.

In addition to the Features screen, your administrator might also provide selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your administrator.

## Using the Features menu

### Procedure

From the Phone screen, tap the **Features** button at the upper right corner to view the Features menu.

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

**\* Note:**

To return to the main Phone screen, tap **Calls** at the upper right corner.

## CM administrable features

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

Feature Name	Abbreviation
Automatic Dialing	Autodial or SD
Automatic Intercom	Auto Icom or AI
Automatic Callback	Auto Callback, AutoCB
Call Forwarding All Calls	Cfrwd or CFwrđ
Call Forwarding Busy/Don't Answer	CFBDA
Park a Call	Call park
Call Pickup	Call pickup
Calling Party Number Blocking	CPN Block
Calling Party Number Unblocking	CPN Unblock
Dial Intercom	Dial Icom
Directed Call Pickup	Dir Pickup
EC500	EC500
Exclusion (Calling Party)	Exclusion
EC500 Extended Calling	Extend Call
Extended Call Pickup	Ext Pickup
Malicious Call Tracing Activation	MCT Act
One-step Recording	Audix Record
Priority Calling	Priority Call
Send All Calls	SAC
Whisper Page	Whisper Act

**\* Note:**

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



# Chapter 4: Administered options

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## Administered options

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### Administrative messages

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

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

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

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

---

### Browser

Your deskphone includes WML Web browser capability to use additional applications such as LDAP. The applications available through the browser vary depending on how your system administrator has configured your deskphone. For more information, contact your administrator.

To open the browser, press the **Home** button. Then touch the browser icon on the display. If you do not see the Browser icon on the Home screen, Web applications must be available for your deskphone.

---

### Call Recording

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

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## Using USB flash drives with your phone

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

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

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

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

### **Note:**

The 9621 IP deskphone does not have a USB interface.

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

### About this task

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

### Procedure

1. Plug the USB device into the jack near the center top edge of your phone.
2. Tap **Select** to select **Merge file and phone contacts**.

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

3. The phone merges the contacts automatically. When complete, review the statistics displayed, which show the number of entries, duplicates, and any errors.

4. Tap **Save** to write the merged Contacts list back to the USB device and return to the list of contacts/USB actions or tap **Exit** to return to the list of contacts/USB actions without writing the merged file to the USB device.

 **Note:**

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

## Overwriting contacts list with an external file

### About this task

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

### Procedure

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

## Copying your contacts list to a USB flash drive

### About this task

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

### Procedure

1. Plug the USB flash drive into the jack near the center top edge of your phone.
2. Either scroll to **Write file with phone contacts** using the scroll control and then tap **Select** or tap the Write file with phone contacts line directly.
3. Tap **OK**.
4. If your USB device has a contacts file on it, tap **Save** to confirm that you want to overwrite that file with the contact list of the deskphone.

## Temporarily using a USB contacts list

### About this task

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

### Procedure

1. Plug the USB flash drive with the contacts file you want to use into the designated jack near the center top edge of your phone.
2. Using the scroll control, scroll to **Use contacts file while present** then tap **Select** or tap **Use contacts file while present** line directly.
3. Tap **OK** to gain access to the contacts list on your USB flash drive.

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

## Using pictures from your USB device as a screensaver

### About this task

If your USB device has a top level folder named `\Pictures` or another picture folder that is properly administered, you can use pictures in that folder as the screensaver for your phone screensaver. The phone displays pictures from the USB device as a screensaver only when the USB drive is inserted and the phone is kept idle. Each picture displays for 5 seconds unless you specify a different value (from 5 seconds to 999 seconds). The 9621G, 9641G, and 9641GS deskphones can display pictures with a resolution of 480 x 272 pixels. The picture file must be in JPEG format. Your administrator can enable this feature. If your administrator has disabled this feature, the My Pictures option does not appear on the Home screen.

In addition to the features described in the [Using USB Flash Drives with your phone](#) on page 28, the Avaya one-X™ Deskphone USB Companion application includes a utility program to convert your pictures to the correct format.

### Procedure

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

#### **Note:**

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

# Chapter 5: Call Handling

---

## Call Handling

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### Answering a call

#### About this task

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

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

#### **Note:**

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

#### Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset to answer using handset or touch the ringing call appearance line, or tap **Answer** softkey to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, you might need to put the active call on hold first before answering the new call. If the phone does automatically display the incoming call, you can tap **Ans Hold** softkey or incoming call appearance to automatically put the first call on hold when you answer the new call. Also, you can tap **Ans Drop** softkey to automatically drop the first call when you answer the new call.
- If you have paired a Bluetooth headset for use with the 9641G or 9641GS deskphone, press the **Answer** button on the Bluetooth headset to answer an incoming call.
- To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

---

## Making a call

### About this task

If you are not on a call, dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen. When the phone displays the Phone screen, press **Phone** to move to the top of the call appearance list.

### Procedure

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or 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, tap that icon to initiate dialing.

## Making an emergency call

### About this task

If your administrator configured emergency calling for your deskphone, the Phone screen displays an **Emerg** softkey to immediately connect you with a preset emergency services number.

#### **Note:**

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

### Procedure

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

## Clearing a number

### Procedure

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

#### **Note:**

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

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

## Redialing a number

### Procedure

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

The phone redials the last number or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information on redial settings, see [Setting Redial Options](#) on page 54.

**\* Note:**

Your system administrator can disable Redial functionality.

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

## Making a call using edit dialing

### Before you begin

Ensure that the Edit dialing feature is enabled on your deskphone.

### About this task

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

### Procedure

1. From the **Phone** screen, enter the number you want to call.
2. To edit the number, tap the **X** softkey to erase the previous character, one character at a time.
3. Tap **Call**.

## Calling a person from the contacts list

### About this task

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

### Procedure

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

## Calling a person from the call history

### Procedure

1. Press the **History** button.

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

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

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

## Calling a person from the directory

### About this task

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

### Procedure

1. From the Phone screen, scroll right to access the Features menu, select **Directory**, and press **Select** or **OK**.
2. Use the dialpad keys to start typing the last name of the person you want to call.  
Press each dialpad key one time for each corresponding letter. For example, for "Hill", press **4,4,5,5**.
3. Select **Next** to view the names alphabetically in the directory.
4. Tap **Make Call** when you see the name you want to dial.

## Making a call using a Click to dial link

### About this task

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

### Procedure

1. Select the line with the link for the person or number you want to call.
2. Tap the line on which the click to dial link displays.

### Result

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

---

## Muting a call

### About this task

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



## Procedure

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

 **Note:**

---

## About forwarding calls

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

## Activating Send All Calls

### About this task

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

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

 **Note:**

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

### Procedure

1. Press **Forward** to gain access to the main Forwarding screen.
2. Tap **Send All Calls** to activate the feature.

## Activating call forwarding

### About this task

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

### Procedure

1. Press **Forward** to gain access to the main Forwarding screen.
2. Tap **Call Forward**.

3. Enter the destination number to which you want to forward your calls.
4. Tap **Enter** or **OK** button.

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

---

## Putting a call on hold

### Procedure

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

 **Note:**

The phone might display a hold timer when you put a call on hold. For more information, see [Configuring call timers](#) on page 54.

3. Tap **Resume** or the call appearance of the held call to retrieve the call.

---

## Transferring a call

### Procedure

1. Keep the call you want to transfer active and tap **Transfer** from the Phone screen.
2. Dial the number to which you want to transfer the call.
3. Tap **Complete** to transfer the call.

# Chapter 6: Call history

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## Call History

---

### Call History

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

Release 6.4 onwards, call history also includes missed calls when the phone was offline or the user was logged out. If you are using the deskphone in shared control mode or Road warrior and Telecommuter mode with One-x Communicator, the call logs for the deskphone are now synchronized with the call logs for the One-x Communicator.

 **Note:**

The phone displays the caller number only if available.

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

To call a person listed in your Call History, see [Calling a person from the call history](#) on page 33.

### Viewing the call history

#### Procedure

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

## Viewing call history details

### Procedure

1. Press **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

### Procedure

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

## Removing an entry from call history

### Procedure

1. Press **History**.
2. If you do not see the entry you want to delete, use the scroll bar to find it.
3. Tap the **Details** button for the entry you want to delete to see detail information about the call.
4. Tap **Delete**.
5. Tap **Delete** again to confirm, or tap **Cancel** if you do not want to delete this entry.

## Clearing all call history entries

### About this task

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

### Procedure

1. Press **History**.
2. If you do not want to delete all calls, tap the icon at the upper right representing the list you want to clear. Select the list you want to delete.

3. Tap **Clear All** to delete all the entries in the list you are viewing.
4. Tap **Clear All** to confirm.

## Turning off call history

### About this task

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

### Procedure

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

# Chapter 7: Contacts

---

## Using the contacts feature

You can save up to 250 names and up to 3 telephone numbers for each name. You can also import or export a Contact list using a USB device; see [Importing and Exporting Contacts using USB Flash Drives](#) on page 28 for information.

 **Note:**

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

---

## Searching for a contact

### About this task

You can search for any name by typing a full name or you can type just a few letters of the name and let the telephone display matching entries. 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 key you press, the Contacts list expands to display more matches.

### Procedure

1. Press **Contacts**.
2. With the phone on hook, use the dialpad to start typing the name 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. When you see the contact you can:
  - Tap the phone number of the contact to dial, or
  - Tap the **Details** button next to the contact's phone number to select a different phone number or see detail information about this contact.

---

## Viewing contact details

### Procedure

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

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

4. Perform one of the following actions:
  - Tap a number to dial the number.
  - Tap **Edit** to change the detail information on this person.
  - Tap **Delete** to remove this person from your Contacts list.
  - Tap **Favorite** to select and add the number of the contact number to your favorites list.
  - Tap **Back** to return to the Contacts list.

---

## Adding a new contact

### About this task

You can add up to three numbers for a contact.

### Procedure

1. Press **Contacts**.
2. Tap **New**.
3. Enter the name using the on-screen keyboard or the dial pad. See [Using the on-screen keyboard](#) on page 24 for more information.
4. Tap the **check mark** to move to the number entry screen.
5. Enter the number. The first number entered is the primary number of a contact. The Contacts list always displays the primary number first.

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

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

The telephone displays your entries in a business card format.

7. Take one of the following actions:
  - To change the name, tap the line which contains the name and edit the entry by following Step 3.
  - To change the number, tap that line and edit the entry.
  - To add another number for the contact, tap **Add**. Then tap the applicable icon representing the type of number (Work, Mobile, Home, General). Repeat this step if you want to add another number for the new contact.
  - To return to the Contacts list without saving the new contact information, tap **Cancel**.
  - To change the primary number, tap **Primary**. See [Changing the primary contact number](#) on page 43 for more information.
8. Tap **Save**.

---

## Editing a contact

### Procedure

1. Press **Contacts**.
2. Search for the contact you want to edit.
3. Tap the **Details** button to the right of the contact to display detail information.
4. Tap **Edit**.
5. To edit a name or number, take one of the following actions:
  - Tap **Primary** to change the primary number. See [Changing the primary contact number](#) on page 43 for more information.
  - Tap the Name or number you want to edit.
  - Tap a blank line to add a number.
  - Tap **Cancel** to return to the Contacts list.
6. Use the on-screen keyboard to change the contact information. See [Using the on-screen keyboard](#) on page 24 for more information.
7. Tap **Done**.
8. To change other contact information, repeat Steps 5 through 7.
9. When you finish changing contact information, tap **Save**.



---

## Setting up favorite contacts

### About this task

You can assign up to 16 favorite numbers from your Contacts list as one-touch speed dial buttons on the Home screen. You must set up a contact before you can assign any associated phone numbers as favorites.

### Procedure

1. Press **Contacts**.
2. Search for the contact you want to set up as a favorite.
3. Tap the **Details** button for the contact to display detail information.
4. Tap **Favorite**.
5. Tap the number you want to set as a favorite.
6. Enter a caption or label for this favorite. The Home screen displays the caption or label every time this favorite is chosen. See [Using the On-screen Keyboard](#) on page 24 if you need help entering the label text.
7. If you entered the caption or label using the on-screen keyboard, tap **Done**. Otherwise go to Step 8.
8. Tap **Save**.

#### **Note:**

To remove a favorite contact number from the Home screen, follow the procedure used for setting up a favorite and tap the number to toggle from on to off. Ensure that the status has changed, and then tap **Save**.

9. Repeat Steps 3 through 7 to set up another favorite contact.

---

## Changing the primary contact number

### About this task

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

### Procedure

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

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

---

## Deleting a contact

### Procedure

1. Press **Contacts**.
2. Tap the **Details** button on the contact you want to delete.
3. Tap **Delete**.
4. Tap **Delete** again to confirm or **Cancel** to cancel the deletion.

# Chapter 8: Conferences

---

## Using the conference feature

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

---

## Setting up a conference call

### Procedure

1. Select any idle call appearance and dial the first conference participant.
2. From the Phone screen, tap **Conference**.
3. Dial the telephone number, or call the person from the contacts list, or call the person from the History list.
4. When the person answers, tap **Join** to add the person to the existing call.
5. To add another party to the conference call, tap **Add**.
6. Repeat Steps 3 and 4 to add another person to the conference call.
7. To see a list of the conference participants, tap the **Details** icon on the Conference Call line and then either:
  - Tap a participant name and tap **Silence** to mute the person.
  - Tap a participant name and tap **Drop** to drop this person from the conference call.
  - Tap **Refresh** to refresh the conference details.
  - Tap **Back** to exit the conference details screen and return to the Phone screen.

To view the **Details** icon on the conference call, your administrator must configure the Fe-mute and conf-dsp feature on Communication Manager.

---

## Adding a person on hold to a conference call

### Procedure

1. From the Phone screen, select your active call.
2. Tap **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. Tap **Resume** to take the call off hold.
5. Tap **Join** to add the person to the conference call.

---

## Putting a conference call on hold

### About this task

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

### Procedure

Tap **Hold** during a conference call.

---

## 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.

### Procedure

1. From the Phone screen, tap **Details** for the line to be muted during a conference call.
2. Select the person you want to mute.
3. Tap **Silence**.

To view the **Silence** icon on the conference call, your administrator must configure the Fe-mute and conf-dsp feature on Communication Manager.

4. Tap **Silence** again to take the person off mute.

---

## Dropping a person from a conference call

### About this task

This feature is not available on all systems.

### Procedure

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

To view the **Drop** icon on the conference call, your administrator must configure the Fe-mute and conf-dsp feature on Communication Manager.

# Chapter 9: Using bridged call appearances

---

## Using bridged call appearances

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

---

## Answering a call on a bridged line

### About this task

Answering a call on a bridged line is the same as answering the call on a primary line.

### Procedure

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

## Joining a call on a bridged line

### About this task

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

### Procedure

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

---

## Making an outgoing call on a bridged line

### About this task

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

### Procedure

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

# Chapter 10: Using Voicemail

---

## Receiving your messages

### Procedure

Press the **Message** button to connect directly to your voice mail system.

The **Message** button and the Message Wait Indicator at the upper right corner glows red to indicate that you have a message. You can use this feature only if your administrator has enabled this feature.

---

## Logging into your voice mail

### Procedure

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



# Chapter 11: Customizing your phone

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## Customizing your phone

---

### Settings menu

This section describes the following menu items:

- **Options & Settings**
- **Bluetooth Setup**
- **Network Information**
- **Guest Login**
- **VPN Settings**
- **Log Out**
- **Light Off**
- **Touch Screen Cleaning**
- **About Avaya IP Deskphone**

The **Options & Settings** menu provides access to the following submenus:

- **Call Settings** that includes options for automatically displaying the Phone screen when you get an incoming call, or when you place a call. Using the other options, you can turn on or turn off call timers, and control how Redial works, and turn Visual Alerting on or off.
- **Application Settings** that includes options for personalizing button labels, for turning call History on or off, and for including bridged calls in your call History.
- **Screen & Sound Options**, that includes options for adjusting the brightness of your phone display or an attached button module. Using these options, you can change the contrast on an attached button module, change the ring pattern, select another display language, setup the quick touch panel, and configure settings for button clicks and tones.
- **Advanced Options**, that includes options for backing up and restoring your settings, options, and button labels. You can also set the Handset equalization (HAC) values and Automatic Gain Control (AGC) for your headset, handset, or speaker audio.

**Bluetooth Setup** helps you pair and connect a Bluetooth® enabled wireless headset. Bluetooth setup is not available on the 9621G deskphone model.

**Network Information** shows summaries of network-related parameters for your phone, used for troubleshooting.

**Guest Login** feature, helps you log in to another 9621G, 9641G, or 9641GS phone and can use the features on your own phone and functionality.

**VPN settings** option is available only if you are an authorized VPN user. If you require information on how to set up VPN, see the VPN Setup Guide for 9600 Series IP Telephones Document, Number 16–602968.

Use the **Log Out** functionality to log 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.

**Light Off** helps you to save energy as you can temporarily turn off the display and any attached button module by touching the corresponding **Light Off** icon when not using the phone. The phone restores the display if you press one of the buttons and receive an incoming call, or pick up the handset to make a call.

**Touch Screen Cleaning** disables the display so you can clean the screen of fingerprints or other marks.

**About Avaya IP Deskphone** provides the release number of the software of your deskphone.

---

## Call Settings

### Displaying the Phone screen on dialing

#### About this task

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

#### Procedure

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

### Displaying the Phone screen on receiving a call

#### About this task

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

## Procedure

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

## Setting Go To Phone Screen on Answer

### About this task

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

### Procedure

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

## Setting dialing options

### About this task

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 as in off-hook dialing. You can also set the Edit dialing option 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 feature may not be available on your extension, depending on how your system is administered.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Call Settings**.

5. To change the **Edit Dialing** option from **On** (Enabled) to **Off** (Disabled) or **Off** to **On**, tap **Edit Dialing** on the **Call Settings** menu.
6. Tap **Save** to save the setting or **Cancel** to return to the menu without saving.

## Displaying call timers

### About this task

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

### Procedure

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

## Setting redial options

### About this task

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

### Procedure

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

## Configuring visual alerts

### About this task

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

### Procedure

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

## Setting the audio path

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

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Call Settings**.
5. On the **Call Settings** menu, tap **Audio Path**.
6. Tap the setting to toggle between the available choices.
  - If the current setting is **Headset**, tapping that line changes the audio path to speaker.

For example, if the current setting is **Speaker** tapping that line changes that setting to **Headset**. Tapping the setting again changes it to **Speaker**.
7. Tap **Save** to save the setting or **Cancel** to return to the menu without saving.

#### \* Note:

Depending on how your administrator has configured your deskphone, you might not have the option to change the audio path as stated above.

## Setting Headset Signaling

### About this task

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

#### \* Note:

Not all headsets support audible alerts.

### Procedure

1. Press **Home**.
2. Select **Options and Settings**.
3. Select **Call Settings**.
4. Select **Headset Signaling**.
5. Select and tap the line to change the setting from the following three settings:
  - **None**: The phone does not sent a ringing tone to the headset. Headset remains on-hook till headset switchhook button is pressed to answer an incoming call.
  - **Switchhook and Alerts**: Every 5 seconds an alert tone is played in the headset on an incoming call. You can use either the switchhook button of the headset or the switchhook button on the phone to answer an incoming call.

- Switchhook only: The phone does not send the ringing tone to the headset and plays on the deskphone speaker only. Headset hookswitch button is functional.

The deskphone displays a tick mark against the selected option.

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

## Setting contact names to display during calls

### About this task

You can set your phone to use names from your contacts list when the calling or called party number matches a number on your contacts list.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Call Settings**.
5. On the **Call Settings** menu, tap **Pair Contacts to Calls** to change it from **Yes** to **No** or **No** to **Yes**.
6. Tap **Save** to save the setting or **Cancel** to return to the menu without saving.

---

## Application Settings

### Activating call log history

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

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options and Settings**.
4. Tap **Application Settings**.
5. Tap **History**.

The option is set to **Off** by default. Tapping **History** changes the setting to **On**.

6. Tap **Save**.

### Activating call log for bridged calls

## About this task

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

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Application Settings**.
5. Tap **Log Bridged Calls**.

The phone sets the option to **Off** by default. Tapping **Log Bridged Calls** changes the setting to **On**.

6. Tap **Save**.

## Personalizing labels

### About this task

You can change the labels that the phone displays for your extensions, features, and 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. For example, you can change a Help Desk extension to read *Help Desk*.

### Procedure

1. Press **Home**.

 **Note:**

To edit a label on an attached Avaya SBM24 Button Module, press the **Edit** button on the module and proceed to Step 7.

2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Application Settings**.
5. On the **Application Settings** menu, tap **Personalize Button Labels**.
6. Tap either **Extensions** or **Feature** labels, depending on which type of label you want to personalize.
7. Tap the label you want to edit.
8. Use the **Edit** keyboard to type the new label using up to 15 characters without any comma (.). For information about using the keyboard, see [Using the On-screen Keyboard](#) on page 24.
9. Tap the **checkmark** to save the new label or **Cancel** to return to the menu without saving.

10. **(Optional)** To revert to the default button labels, tap **Home > Options & Settings > Application Settings > Restore Default Button Labels**.

Tap **Default**.

## Restoring default button labels

### About this task

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

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options and Settings**.
4. Tap **Application Settings**.
5. Tap **Restore Default Button Labels**.
6. Tap **Default**.

---

## Screen & Sound Options

### Adjusting the brightness or contrast of the display

#### About this task

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 the display contrast of a color display of a deskphone.

#### **Note:**

You can adjust only the brightness of the 9621 IP deskphone. You cannot adjust the brightness of the button module as the deskphone does not support button module.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Screen & Sound Options**.
5. On the **Screen & Sounds** menu tap **Brightness** or **Contrast**.
6. Tap either **Phone** or **Module**, depending on the brightness or contrast of the item that you want to adjust. If you have attached more than one button module to the deskphone, additional Module lines appear.



**\* Note:**

You can adjust the contrast of an attached button module and not the color display screen.

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

## Setting the text size

### About this task

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

### Before you begin

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

### Procedure

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

## Turning button click sounds on and off

### Procedure

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

## Setting the Home screen to display when the phone is idle

### About this task

By default, your phone automatically displays the Home screen when there is no input or other activity for a specified time period. Set the **Return to Home Screen** option to **No** to display the screen saver instead of the Home screen on timeout. The administrator sets the timeout duration of your phone or the default inactivity limit of 10 minutes applies.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Screen & Sound Options**.
5. On the **Screen & Sound Options** menu, tap the **Return to Home Screen** setting to change it from **Yes** (the default) to **No**, or **No** to **Yes**.
6. Tap **Save** to save the setting or **Cancel** to return to the menu without saving.

## Turning error tones on or off

### About this task

If the **Error Tones** option is **On**, your deskphone produces an audio message when you press a button that is not valid or when you exceed the size of a text field. To disable audible error beeps, set the **Error Tones** option to **Off**.

### Procedure

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

## Setting a ring tone for your deskphone

### About this task

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

### Procedure

1. Press **Home**.
2. Tap **Settings > Options & Settings > Screen & Sound Options > Personalized Ringing**.
3. Tap **Classic Tones** or **Rich Tones** as required.
4. Tap the required ring tone.
5. Tap **Save**.

## Setting the Quick Touch panel

### About this task

When you use the Quick Touch panel, the Phone screen provides access to your features or speed dial buttons at a glance. You can set the Quick Touch Panel to display one or two lines, or not display any lines. Displaying the Quick Touch panel can limit your call appearances display to three lines at a time. When a feature is on and active, the phone highlights the associated button in green.

### Procedure

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

---

## Advanced Options

### Turning automatic gain control on or off

#### About this task

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

#### Procedure

1. Press **Home**.
2. Tap **Settings > Options & Settings > Advanced Options > Automatic Gain Control**.
3. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
4. Tap to turn AGC on or off.
5. Tap **Save**.

### Enabling Bluetooth®

#### About this task

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

#### Procedure

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

3. Tap **Options and Settings**.
4. Tap **Advanced Options**.
5. Tap **Enable Bluetooth**.

Bluetooth is set to **No** by default. Tap **Bluetooth** to change the setting to **Yes**.

6. Press the **Save** softkey.

## Selecting handset audio equalization

### About this task

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

### Procedure

1. Press **Avaya Menu**.
2. Press **Home**.
3. Tap **Settings**.
4. Tap **Options & Settings**.
5. Tap **Advanced Options**.
6. Tap **Handset Equalization**.
7. Select the setting which you want to change by tapping the setting. **Default** setting delivers standard audio performance unless otherwise modified by your administrator. **Audio Opt.** setting delivers standard audio performance, regardless of what your administrator has chosen. **HAC Opt.** setting delivers "Hearing Aid Compatibility" performance.
8. Tap **Save**.

---

## Avaya Home Screen Applications

Avaya provides three useful applications with your phone. Using the World Clock application, you can determine the time, temperature, day, and date in a selected city or country. The Weather application provides forecast information through an Internet service for a location you specify. Using the Calculator application, you can perform calculations using the touch screen.

### **Note:**

The applications described in this chapter are available on your phone only if your administrator has enabled the applications for you.

### Related links

[Adding World Clock locations](#) on page 63

[Viewing World Clock details](#) on page 64

[Using the Weather application](#) on page 64

[Using the Calculator](#) on page 66

## Adding World Clock locations

### About this task

You can set as many as six locations for which you can track the time and related information. After you set up one or more locations, the World Clock application displays the associated time of day and an icon representing the current weather condition for the location. The background color of the World Clock indicates day or night at a location. The background color of sky blue indicates the period of sunrise and before sunset. The background color of dark blue indicates the period of sunset and before sunrise. You can also view information such as the time, day, date, temperature, and current weather conditions for a location. For more information, see [Viewing World Clock details](#) on page 64 for more information. World Clock weather information is updated every three hours.

#### \* Note:

If you press the **Home** button and do not see the World Clock application, your administrator has not made this application available to you.

#### \* Note:

If connectivity to the internet or the Weather.com service is interrupted or if the particular location does not return data, the phone displays a Warning icon.

### Procedure

1. Press **Home**.
2. Tap **World Clock**.
3. Take one of the following actions:
  - If you have already used the World Clock application, go to Step 4.
  - If you are using the World Clock application for the first time, the phone displays the Location Entry screen on which you can enter either a United States Postal Zip Code, a City, a City and State, or a City and Country Zip Codes. You can enter up to 60 characters long. For information about using the keyboard, see [Using the On-screen Keyboard](#) on page 24. Save the location using the **check mark** on the on-screen keyboard.

#### \* Note:

If the location you entered has more than one possible match, the screen displays a list of up to 10 possible locations. Tap a location on the list to select it as your location or tap **Back** to return to the Location Entry screen without making a selection. If you do not see the location you want, tap **Back** and enter more information, such as a comma followed by a country name.

4. When the phone displays the Locations screen, you can:
  - Tap **Add** to add another location, use the keyboard on the screen to enter the information as described in Step 3, and save it using the check mark, or

- Tap a location line to view time-related details about the location or to delete that location, or
- Tap **Back** to return to the Home screen.

#### Related links

[Avaya Home Screen Applications](#) on page 62

## Viewing World Clock details

### About this task

#### \* Note:

The World Clock application is provided through a partnership with a 3rd party information provider. The continuing provision or availability of the application is not guaranteed.

### Procedure

1. Press **Home**.
2. Tap **World Clock**.
3. Tap the line of the location to view details such as the local time, day, date, location name, local temperature, and an icon indicating the local weather conditions. If the temperature of a location is not available, the screen displays two dashes. If the local weather is not available, the screen displays a blank space.

#### \* Note:

Temperature units for world time are controlled by the Display Units in the Weather application.

4. Take one of the following actions:
  - Tap **Delete** to remove this location from your World Clock application.
  - Tap **Back** to return to the Home screen.

#### Related links

[Avaya Home Screen Applications](#) on page 62

## Using the Weather application

### About this task

To activate the Weather application, you must type the city or postal code for which you want weather reports and indicate whether you want temperatures and wind speeds displayed as English or Metric units. Once you set up the location and measurement, the Weather application will display the associated current temperature, wind speed and humidity. Icons indicate current weather conditions and sunset/sundown times; see [About icons](#) on page 18 for descriptions. The weather application shows updated forecasts for the current day and the next day. The weather information is updated according to the update schedule of the internet service provider. The phone displays the updated information whenever you tap the **Refresh** softkey or change the location.

**\* Note:**

If you press the **Home** button and do not see a Weather option, your administrator has not made this application available to you.

**\* Note:**

A 3rd party information provider provides these applications through a partnership. However the availability of these applications is subject to availability of service. The continuing provision or availability of these applications is not guaranteed.

If connectivity to the Internet or the Weather.com service is interrupted or if the particular location does not return data, the phone displays a Warning icon.

**\* Note:**

Depending on the location, the High Temperature for Today's forecast might be removed after 2:00 p.m. in that location.

## Procedure

1. Press **Home**.
2. Tap **Weather**.
3. Take one of the following actions:
  - If you are not accessing the Weather application for the first time, proceed to Step 4.
  - If you are accessing the Weather application for the first time, use the on-screen keyboard to enter a location or postal code of up to 60 characters in length. Tap **Next** to display a second screen to select a unit of measure. A unit selection default of Metric displays; tap it to change the setting to English. Tap **Save**. For information about using the keyboard, see [Using the On-screen Keyboard](#) on page 24.

**\* Note:**

If more than one possible match for your location is found, a screen displays a list of up to ten potential locations. Tap a location on the list to select it as your location or tap **Back** to return to the location entry screen without making a selection. If you do not see the location you want, tap **Back** and enter more information, such as a comma followed by a country name.

4. When the phone displays the Weather information for the location you entered:
  - Tap **Location** to change the city or postal code, use the on-screen keyboard to enter the information, and save it using the check mark, or
  - Tap **Refresh** to view updated weather information, or
  - Tap **Back** to return to the Home screen.

## Related links

[Avaya Home Screen Applications](#) on page 62

## Using the Calculator

### About this task

The Calculator application works similar to most PC calculators. Using the special calculator keyboard, you can enter up to nine digits, a decimal point, and a minus sign. If you enter more than nine digits, the phone displays an overflow message and triggers a beep. Math equations consider two values —  $x$  and  $y$ . The calculator considers the first value you enter as  $x$  and the next value as  $y$  unless the next value is an equal sign. The calculator considers any value that you enter after an equal sign as a new  $x$  value. After you perform the required operations, the calculator displays the results.

### \* Note:

If you press the **Home** button and do not see the Calculator application, your administrator has not made this application available to you.

### Procedure

1. Press **Home**.
2. Tap **Calculator**.
3. Use the calculator keyboard on the screen to enter your equation.
4. Press **Home** to return to the **Home** screen.

### Related links

[Avaya Home Screen Applications](#) on page 62

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## Activating EC500 for simultaneous ringing on multiple phones

### About this task

Using the EC500 feature, you can program your deskphone in such a way that the deskphone and your cell phone rings simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

### Procedure

1. From the Phone screen, gain access to the **Features** screen.
2. Scroll to **EC500**, press **OK** and tap the corresponding line.

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

---

## Setting up a Bluetooth® enabled headset

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



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

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

**\* Note:**

You can use Bluetooth® wireless technology on your 9641G and 9641GS deskphones only if your administrator has enabled the feature for you. If you do not see **Bluetooth Settings** listed under **Settings**, or **Enable Bluetooth** under **Advanced Options**, your administrator has blocked you from using Bluetooth® enabled devices on that phone.

For the information about the headset compatibility with the deskphones and supported features, please check with the vendor or [Avaya DevConnect](#).

### Related links

[Pairing a Bluetooth® enabled headset with your phone](#) on page 67

[Operating a Bluetooth® headset](#) on page 68

## Pairing a Bluetooth® enabled headset with your phone

### About this task

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

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

### Before you begin

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

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Bluetooth Settings**.
4. Tap **Scan**.

The list of available headsets is displayed under Available devices.

5. Tap the headset that you want to pair and connect to the deskphone.

The paired headset is displayed under Paired devices.

6. To disconnect the headset, go to Paired devices. Tap the headset that you want to disconnect, and tap **Disconn..** The headset is no longer connected to the deskphone, but the pairing is stored for future use.
7. To unpair the headset, go to Paired devices. Tap the headset that you want to unpair, and tap **Unpair**. The headset is unpaired from the deskphone. To use the headset, you must pair it again with the deskphone.

## Related links

[Setting up a Bluetooth® enabled headset](#) on page 66

## Operating a Bluetooth® headset

### About this task

The information provided here is generic and might not apply to all wireless headsets, particularly those that are not certified by Avaya. If you need specific information, see the relevant documents provided with your headset.

#### **Note:**

Charge the battery of your Bluetooth® enabled headset according to the instructions of the manufacturer.

### Procedure

To use the Bluetooth headset, perform the following tasks:

- Press and hold the **Power** button for at least three seconds to turn the headset on or off.
  - The Bluetooth icon on the headset flashes blue when the headset is on.
  - If the battery is low, the Bluetooth icon flashes red. Recharge the battery according to the instructions of the manufacturer.
- To answer or end a call, press the **Call Control** button on the headset.
- To make a call, press the **Call Control** button on the headset. After you hear the dial tone, start dialing using dial pad.
- If you are using the phone handset, transfer the call to your headset by pressing the **Headset** button. To transfer a call from your headset back to the handset, press the **Headset** button again, or if the handset is still on-hook, pick up the handset.

## Related links

[Setting up a Bluetooth® enabled headset](#) on page 66

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## Using the call timer

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

### Procedure

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

# Chapter 12: Carrying out maintenance tasks

---

## Backing up and restoring your data files

In addition to the automatic backup of your phone data, you can start a manual backup of your data files. Data files are personal settings such as contacts, favorites, personalized labels for your phone and button modules, call history, ring tones, and other options and settings. Performing a manual backup is not usually necessary, but you might be required to perform a manual backup if system problems occur.

### Procedure

1. Press **Home**.
2. Tap **Settings**.
3. Tap **Options & Settings**.
4. Tap **Advanced Options**.
5. Tap **Backup/Restore**.
6. Tap the **Manual Backup** line to start the data file backup.

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

7. To restore your data from a backup file, Tap the **Manual Restore** line.

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

---

## Cleaning the screen

Clean the touchscreen periodically to remove fingerprints and other marks on the screen by using a soft, slightly damp, lint-free cloth. From the Home screen, select **Settings** and then select **Touch Screen Cleaning** to disable the touchscreen so that you do not initiate an action or application. Follow the instructions that appear and press any phone button when you complete cleaning.


 **Warning:**


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

---

## Network information

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

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

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

Network Information has different screens for viewing the options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, and Miscellaneous.

Use the ◀ and the ▶ icons on the upper right corner of the display to navigate and view the network information on the various screens.

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

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