



# Avaya 9621G/9641G/9641GS IP Deskphones H.323 Quick Reference

Release 6.6.2

Issue 1

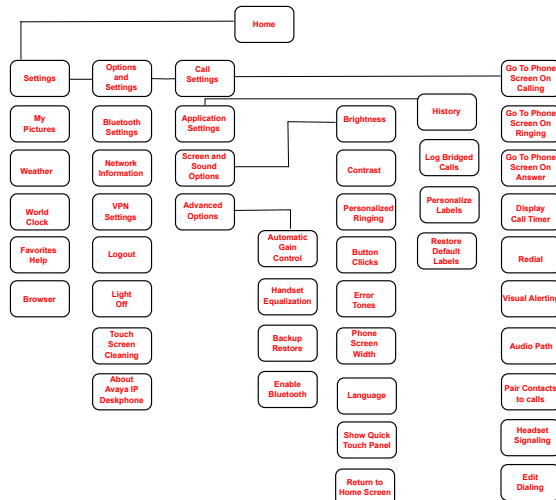
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## Menu options

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.

## Answering and making a call

### Answering a call

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

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.

### Putting a call on hold

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

### \* Note:

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

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

### Transferring a call

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.

## Activating call forwarding

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.

## Using the conference feature

### Setting up a conference call

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.

## Contacts

### Searching for a contact

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.

## Calling a person from the contacts list

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.

## Adding a new contact

1. Press **Contacts**.
2. Tap **New**.
3. Enter the name using the on-screen keyboard or the dial pad.
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 (-), 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**.
8. Tap **Save**.

## Editing a contact

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.
  - 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.
7. Tap **Done**.
8. To change other contact information, repeat Steps 5 through 7.
9. When you finish changing contact information, tap **Save**.

## Changing the primary contact number

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**.

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## Call History

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.

## Calling a person from the call history

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.

## Adding an entry from the call history to your contacts list

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**.

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## For more information

Go to [www.avaya.com/support](http://www.avaya.com/support) for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.