



# **Avaya one-X<sup>®</sup> Deskphone SIP 9620, 9620C, 9620L IP Telephone User Guide**

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This device complies with the FCC’s and 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.

### **Warning**

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



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# Chapter 1: Introduction to the 9620/9620C/ 9620L SIP Deskphone

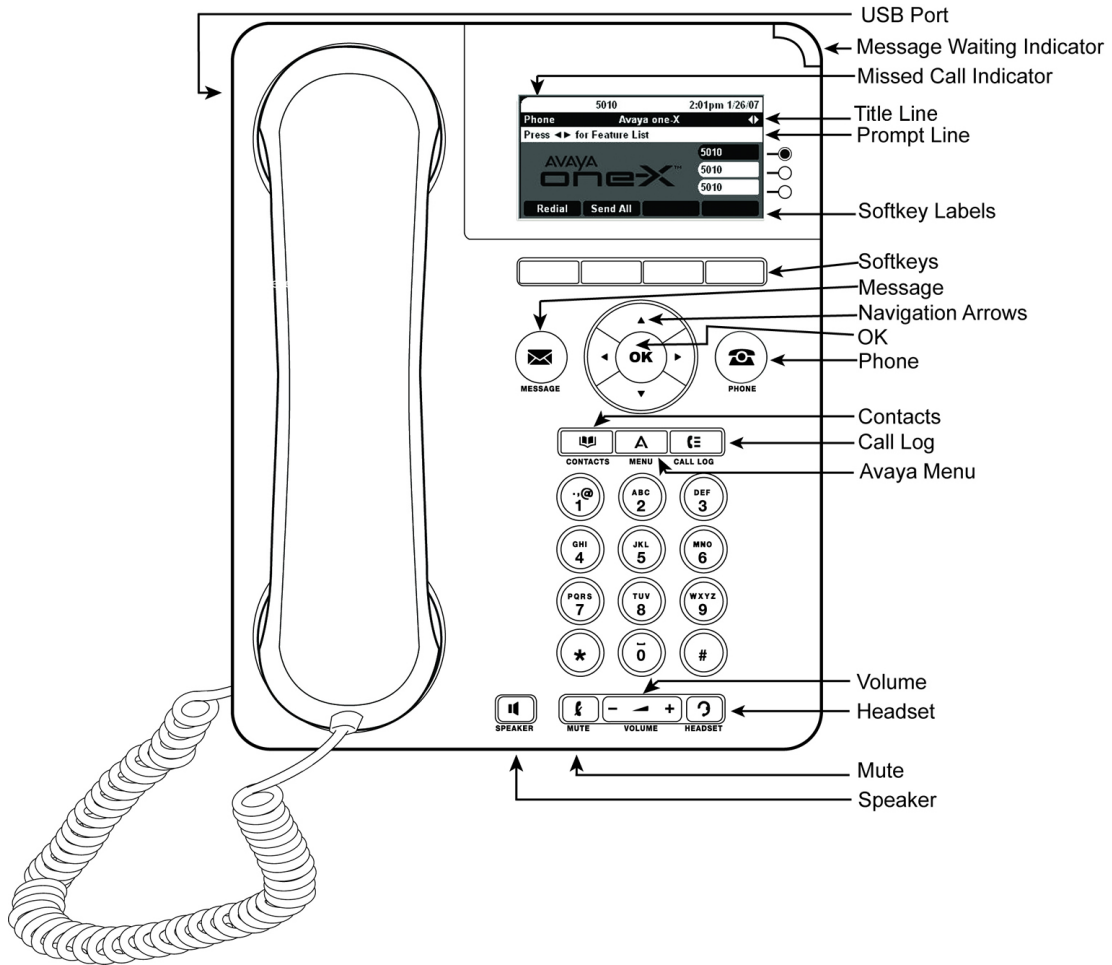
Your deskphone provides many features, including a Phone screen to view and manage your calls, call log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your Voicemail. You can also attach up to three button modules to your telephone, to expand the available number of call appearances and features; multiple button modules must all be the same type and model.

The letter G in indicates the presence of a built-in Gigabit Ethernet adapter which speeds data transmission. The 9620L is a low-cost version of the 9620 that does not have a USB port. The 9620C has a color display, but is otherwise essentially the same as the 9620.

All the functions and features described in this user guide might not be available on your deskphone. If you find that a function or feature is not available, please contact your system administrator.

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## Overview



The following table provides button/feature descriptions for the 9620/9620C/9620L deskphone.

Name	Description
Top Line	The Top Line shows status information such as the time and date, error indications and missed calls.
Title Line	The Title Line shows the name of the current screen and navigation arrows where applicable.
Prompt Line	View the prompt line to see helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus.
Call Appearances	The number of lines available to make or receive calls (call appearances) depend on how your system is administered. Press the line button to initiate or answer a call.
Lines	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select

Name	Description
	that line. Lines also indicate if a feature or system number (for example, an autodial number) is enabled or disabled in the Feature or System Numbers view.
Softkeys and Softkey Labels	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.
Message	Press the <b>Message</b> button to connect directly to your voicemail system.
Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another.
OK	Press the <b>OK</b> button for a shortcut to an action. For example, when you select a call log entry, pressing <b>OK</b> dials the number.
Phone	Press <b>Phone</b> to view and manage your calls.
Contacts	Press <b>Contacts</b> to view the entries in your Contacts list.
Call Log	Press <b>Call Log</b> to view the history of your outgoing, incoming, and missed calls.
Avaya Menu	Press <b>Avaya Menu</b> to configure options and settings, access the browser, log out, or view network information.
Volume	Press <b>Volume</b> to adjust the volume of the handset, headset, speaker, and ringer.
Mute	Press <b>Mute</b> to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press <b>Speaker</b> to use the speakerphone. To take a call off speakerphone, lift the handset.
Headset	Press <b>Headset</b> to use the headset if it is connected. Only HIS headset cords are compatible with your phone.

---



















## Navigation tips







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

A navigation icon ► appears in the telephone display to indicate that you can scroll to more options or information. Use the up and down navigation arrows to scroll up or down through lists; holding either arrow for a few seconds produces a fast scroll. Use the right and left navigation buttons to move between the Phone screen and Features list, or the Features list and the System Numbers list.

When you scroll to a line on the display, that line is selected.

## About icons






Icon	Description
	Indicates a missed call on your phone
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Indicates that EC500 has been activated.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Your calls are being forwarded.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when there is more information than can display in the application area.
	The call in progress is muted.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the <b>Volume</b> button until the volume turns off. To reinstate volume, press + on the <b>Volume</b> button.
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See



Icon	Description
	<a href="#">Limited access during failover</a> on page 79 for information. If this icon appears in the appearance line, that indicates that the phone has encountered a failure and has preserved the media session until the near end user hangs up.
	This contact or feature is designated a "favorite." See <a href="#">Setting up favorites</a> on page 32 for more information.
	The EC500 feature is on.
	The EC500 feature is on.
	The Send All Calls feature is on.
	The Send All Calls feature is on.

## Presence Icons for 9620L and 9620C Deskphones








These icons indicate the status of a contact whose presence you are tracking if you have a 9620L or a 9620C deskphone.

**Table 1: Presence Icons for 9620L deskphone**

9620L Icon	Description
	Presence icon signifying this contact is available; the contact whose presence is indicated is registered (logged in) and that phone is in an idle state.
	Presence icon indicating this contact' phone is busy on a call.
	Presence icon indicating this contact is not logged in (unregistered or offline).
	Presence icon signifying this contact is currently on his or her phone; Busy indicator with a Do Not Disturb indicator.
	Presence icon indicating that the status is unknown.

	Presence icon indicating that the user is on an conference.
	Presence icon indicating that the user is away.

**Table 2: Presence Icons for 9620C deskphone**

9620C Icon	Description
	Presence icon signifying this contact is available; the contact whose presence is indicated is registered (logged in) and that phone is in an idle state.
	Presence icon indicating this contact' phone is busy on a call.
	Presence icon indicating this contact is not logged in (unregistered or offline).
	Presence icon signifying this contact is currently on his or her phone; Busy indicator with a Do Not Disturb indicator.
	Presence icon indicating that the status is unknown.
	Presence icon indicating that the user is on an conference.
	Presence icon indicating that the user is away.

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## Administrative messages

Your administrator can send important messages such as notification of an early office shut down due to inclement weather or 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, accompanied by an audible alert
- an audible alert broadcast through the Speaker or the headset if that device is active
- a Web page display if the Browser is active, or
- an *interrupt* screen notifying you that you are receiving an audio alert

While receiving an audible alert, you can switch between the Speaker, handset, and headset, can terminate the pushed audio content by going *on-hook*, and can adjust the volume, as you normally would during a call.

---

## Telephone stand

Your telephone can be placed in two positions, a lower position and an upright position. 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 of these clicks indicates a locking position. You can push the screen back to return to the original flat position. Gently push on the display screen to adjust the screen to a previous position.

If you have placed the phone vertically for wall mounting, reverse the tab located under the switchhook in the top ear piece pocket on the phone to ensure that the handset is in the correct position. You need a small screwdriver to lift the tab after it is reversed.





# Chapter 2: Avaya Menu

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

**Note:**

The menus and sub-menus that appear depend on how your extension was administered. Some options or sub-menus may not be available. Contact your System Administrator if you have any questions.

- Options & Settings...
- Browser...
- Network Information...
- About Avaya one-X
- Log Out

**Options & Settings** lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more. See [Options & Settings](#) on page 17 for more information.

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

Network Information shows a summary of network-related parameters for your phone and provides diagnostic information. See [Viewing Network Information](#) for information. If your administrator has set up Web applications, this option appears under the Phone Settings menu instead.

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

**Log Out** lets you sign off the phone, to protect your settings or to allow another user to log in.

---

## Options & Settings

The **Options & Settings** menu contains choices for:

- Call Settings...
- Assign Speed Dial Entries...
- Assign Favorites Entries...

- Application Settings...
- Screen & Sound Options...
- Language and Region...
- Advanced Options...

**Call Settings** includes choices for automatically displaying the Phone screen when you get an incoming call, when you place a call, or when you answer a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

**Assign Speed Dial Entries** lets you assign speed dial numbers to up to ten contacts, so you a long press a single digit initiates a call to that person. See [Setting up speed dialing](#) on page 31 for more information.

Assign Favorites Entries lets you build a list of up to nine favorite contacts or features. See [Setting up favorites](#) on page 32 for more information.

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

**Screen & Sound options** includes choices for adjusting your phone's brightness and contrast, ring pattern, background logos, button clicks and error tones.

Language and Region settings includes choices for setting the display language and the time format.

Advanced Options includes choices for integrating other applications like Microsoft® Exchange Server with your phone. You can also set AGC (Automatic Gain Control) for your headset, handset, and/or speaker audio.

**Network Information** has a sub-menu with seven different viewing options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, 802.1X Parameters, Diagnostics, and Miscellaneous. Your system administrator may ask you to use this option to check certain phone or network settings to investigate problems.

---

## Setting the Phone Screen on calling

### About this task

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

### Procedure

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Call Settings**.

5. Press **Select** or **OK**.
  6. Select **Phone Screen on Calling**.
  7. Press **Change** or **OK** or use the right or left navigation arrows to set the option to Yes or No, depending on the current setting.
  8. Press **Save**.
- 

---

## Setting the Phone Screen on ringing

### About this task

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

### Procedure

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

---

## 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 **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.

4. Select **Call Settings**.
  5. Press **Select** or **OK**.
  6. Select **Display Call Timers**.
  7. Press **Change** or **OK** or use the **Left/Right** arrows to change the setting.
  8. Press **Save**.
- 

---

## Setting redial options

### About this task

To display a list of the last numbers you dialed, or to dial the last number you dialed, you can use the **Redial** option.

### Procedure

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

---

## Configuring visual alerts

### About this task

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

### Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.

4. Select **Call Settings**.
  5. Press **Select** or **OK**.
  6. Select **Visual Alerting**.
  7. Press **Change** or **OK** or use the **Right/Left** arrows to turn Visual Alerting on or off.
  8. Press **Save**.
- 

---

## Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call. If your system administrator has set up auto-answer, incoming calls are also answered on the default audio path you designate here. This setting also determines whether the Voice Dialing feature gets its input from the Speaker or the Headset.

### Procedure

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

---

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

**\* Note:**

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

**Procedure**

1. Press **Avaya Menu**.
  2. Select **Options & Settings...**
  3. Press **Select** or **OK**.
  4. Select **Call Settings**.
  5. Press **Select** or **OK**.
  6. Select **Dialing options**.  
If your telephone does not display this option, your administrator has not made this feature available.
  7. Press **Change** or **OK** or the **Right/Left Arrows** to toggle between On-hook and Editable.  
When on-hook dialing is in effect, dialpad (edit dial) searches are not available.
  8. Press **Save**.
- 

---

## Personalizing button labels

**About this task**

You can change the labels that are displayed for your extensions, features, and system numbers or speed dial buttons. For example, you can change the label for your extension to "My Line." You cannot edit Autodial buttons labels using this procedure. For information, see [Assigning labels to pre-assigned \(Autodial\) numbers](#) on page 63. If you have a button module attached to your deskphone, you can change any of those labels as well; for example, you can change a Help Desk extension to read "Help Desk."

**Procedure**

1. Press **Avaya Menu**.
2. Select **Options & Settings...**
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select **Personalize Labels...**
7. Press **Select** or **OK**.

8. Select the label you want to edit.  
If the label you want to edit is on the Features menu, scroll right to access the Features menu, and select the label you want to edit. If the label you want to edit is on the System Numbers menu, scroll right twice to access the System Numbers menu and select the label you want to personalize.
  9. Press **Edit**.
  10. Edit the label using up to 13 characters.  
Press **More** then **Clear** to clear all text fields and start over.
  11. Press **Save** or **OK**.
  12. You may revert back to the default button labels by selecting **Avaya Menu > Options & Settings > Application Settings > Restore Default Button Labels** and pressing **Default**.
- 

---

## Adjusting the brightness or contrast of the display

### Procedure

1. Press **Avaya Menu**.
  2. Select Options & Settings...
  3. Press **Select** or **OK**.
  4. Select Screen & Sound Options...
  5. Press **Select** or **OK**.
  6. Select **Brightness** or **Contrast**.
    - **Note:**  
Contrast adjustment applies only to a deskphone with a black and white display or a button module attached to a deskphone with a color display screen. You cannot adjust the contrast of the deskphone's color display screen itself.
  7. Press **Select** or **OK**.
  8. Select Phone or an attached button module, as applicable.
  9. Scroll to the right or left to adjust the brightness or contrast.
  10. Press **Save**.
-

---

## Turning button click sounds on and off

### Procedure

1. Press **Avaya Menu**.
  2. Select **Options & Settings...**
  3. Press **Select** or **OK**.
  4. Select **Screen & Sound Options**.
  5. Press **Select** or **OK**.
  6. Select **Button Clicks**.
  7. Press **Change** or **OK** or use the **Right/Left** arrows to turn sounds on or off.
  8. Press **Save**.
- 

---

## Turning error tones on or off

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

### Procedure

1. Press **Avaya Menu**.
  2. Select **Options & Settings**.
  3. Press **Select** or **OK**.
  4. Select **Screen & Sound Options**.
  5. Press **Select** or **OK**.
  6. Select **Error Tones**.
  7. Press **Change** or **OK** or use the **Right/Left** arrows to turn error tones on or off.
  8. Press **Save**.
-



---

## Changing the ring pattern

### Procedure

1. Press **Avaya Menu**.
  2. Select Options & Settings...
  3. Press **Select** or **OK**.
  4. Select **Screen & Sound Options**.
  5. Press **Select** or **OK**.
  6. Scroll to and select **Personalized Ringing**.  
Two ring tone categories are available — Classic or Rich. Each category contains eight distinctive ring patterns. The ring tone currently selected displays on the status line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The first softkey indicates the other ring tone category, to allow you to switch between categories.
  7. If necessary, scroll through the patterns and select one. After selecting a pattern, press **OK** to listen to it.
  8. Repeat the last step until you find the ring pattern you want.
  9. Press **Save** to make it your ring pattern.
- 

---

## Setting a call pickup ring tone

### About this task

You can set ring tones to alert you when you receive an incoming call.

### Procedure

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Call Pickup Ring Type.
7. Press **Change** or **OK** or use the **Right/Left Arrows** to toggle from one ring tone/number to another. Each tone sounds briefly as you move to it.

8. If desired, press **Play** or **OK** to listen to the ring tone.
  9. Repeat the last two steps until you find the ring tone you want for calls within your pickup group.
  10. Press **Save** to make it your call pickup ring tone.
- 

---

## Setting call pickup alerting indication

### About this task

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

### Procedure

1. Press **Avaya Menu**.
  2. Select **Options & Settings**.
  3. Press **Select** or **OK**.
  4. Access the **Screen & Sound Options**.
  5. Select **Call Pickup Indication**.
  6. Press **Select** or **OK**.
  7. Press **Change** or **OK** or the **Right/Left Arrows** to toggle from one choice to the next, which display in the following sequence: Audible, Visual, Both (audible and visual), or None (no call pickup alert indication).
  8. Press **Save**.
- 

---

## 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 **Avaya Menu**.
2. **Options & Settings**.
3. Press **Select** or **OK**.
4. **Advanced Options**.

5. Press **Select** or **OK**.
  6. **Automatic Gain Control**.
  7. Press **Select** or **OK**.
  8. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
  9. **Change** or **OK** or use the **Right/Left** arrows to turn AGC on or off.
  10. **Save**.
- 

## About administering audio equalization

The Federal Communication Commission (a branch of the US Government) in its Part 68 standard, requires support for Hearing Aid Compatibility (HAC). This is an alternative way to provide audio equalization on a handset, from the acoustic standards specified in TIA-810/920 and S004, and may be of benefit to some users of t-coil capable hearing aids.

As of Release 2.6.7, the 9600 Series IP deskphones support the ability to choose either of these standards. Because individual organizations and users differ in how they might want to implement this choice, the telephone provides 3 ways to specify the desired audio equalization:

- **Settings File**— The administrator can set ADMIN\_HSEQUAL. The default value, 1, specifies Handset equalization that is optimized for acoustic TIA 810/920 performance unless otherwise superseded by Local Procedure or User Option. The alternate value, 2, specifies HAC.
- **Local Procedure**— When users are denied access to Options for administrative reasons, but individual users need an equalization value other than the one in the settings file, the HSEQUAL Local Procedure provides a “backdoor” to allow the telephone to be administered with the desired audio equalization value. “Default” uses the settings file value unless superseded by User Option. “Audio Opt.” is optimized for TIA-810/920 acoustic performance, and “HAC Opt.” is optimized for HAC telecoil performance.
- **User Option**— The user can select “Default” (which uses the settings file value unless superseded by Local Procedure), “Audio Opt.” which uses Handset equalization that is optimized for acoustic TIA 810/920 performance, or “HAC Opt.” which uses Handset equalization that is optimized for electrical FCC Part 68 HAC telecoil performance.
- Handset equalization options are effected in the following order:
  - a. The telephone will use the User Option value if one was selected and saved.
  - b. Otherwise, if a Local Procedure value was selected and saved, the telephone will use the local Procedure value.
  - c. Otherwise, if a Settings file value is specified and saved the telephone will use that value.

- d. If none of the above options have been set, the telephone will use Handset equalization that is optimized for TIA-810/920 acoustic performance.

**\* Note:**

The options **Default**, **Audio Opt** and **HAC Opt** that are available for Handset equalization are mutually exclusive, meaning only one can be activated at a time.

---

## Selecting handset audio equalization

### About this task

For most people, this option is not relevant. 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 **Home**.
2. Select **Options & Settings**.
3. Select **Advanced Options**.
4. Navigate to **Handset Equalization**.
5. Press **Change**.
6. Select the setting you want by pressing the button against the setting. *Default* will be standard audio performance unless otherwise modified by your administrator. *Audio Opt.* is standard audio performance, regardless of what your administrator has chosen. *HAC Opt.* is "Hearing Aid Compatibility" performance.
7. Press **Save**.

---

## Changing the background logo

### About this task

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

**\* Note:**

Your system administrator can also change the background logo through the settings file.

### Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings...**

3. Press **Select** or **OK**.
  4. Select Screen and Sound Options...
  5. Press **Select** or **OK**.
  6. Select Background Logo.
  7. Press **Change** or **OK** or use the **Right/Left** arrows to change the logo.
  8. Press **Save**.
- 

---

## Integrating other applications with your phone

### About this task

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

### Procedure

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Advanced Options...
5. Press **Select** or **OK**.
6. Select Exchange Integration...
7. If you have already set up your credentials and do not want to change them, proceed to Step 9. To establish or change your credentials, select **Email Name & Password** and enter the following:
  - your Microsoft Exchange server email user name,
  - your Microsoft Exchange server email password,
  - the location (domain/ip address) of the server on which Microsoft Exchange runs), and
  - whether you want to be prompted to enter your user name and password every time you access Microsoft Exchange calendaring on your phone; use the **Change** softkey or **Right/Left** arrows to change this setting from No to Yes or Yes or No.
8. Press **Save** or **OK**.

9. To set or change your calendar preferences, select **Calendar** and indicate/enter the following:
  - whether or not you want your phone to activate the calendaring feature; use the **Change** softkey or **Right/Left** arrows to change the Use Exchange Calendar setting from Yes to No or No to Yes.
  - whether or not you want your phone to remind you of items on your calendar; use the **Change** softkey or **Right/Left** arrows to change the Enable Exchange Reminder setting from Yes to No or No to Yes.
  - if you want to be reminded of calendar items, indicate in minutes how far in advance you want to get a reminder for your appointments. For example, setting the value to 120 will cause a popup/reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder/popup to appear five minutes before the start time of appointment. Setting the value to 0 minutes will cause the reminder to be displayed at the start time of the appointment. To enter minutes, select **More**, then **123** and type the number of minutes.
  - whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the Exchange Snooze Time value to 5 will cause a Reminder popup to reappear five minutes after you have “snoozed” it.
  - whether or not you want to hear a tone with a reminder popup window; use the **Change** softkey or **Right/Left** arrows to change the Exchange Reminder Tone setting from Yes to No or No to Yes.
10. Press **Save** or **OK** to save your settings and preferences.

**\* Note:**

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

---

## Changing the language

### Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings...**
3. Press **Select** or **OK**.
4. Select **Language & Region**.
5. Press **Select** or **OK**.
6. Select **Language**.

7. Press **Select** or **OK**.
  8. Select a display language.
  9. Press **Select** or **OK**.
  10. Press **Yes** to confirm the selected language.
- 

---

## Setting the time format

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

### Procedure

1. Press **Avaya Menu**.
  2. Select Options & Settings...
  3. Press **Select** or **OK**.
  4. Select Language & Region...
  5. Press **Select** or **OK**.
  6. Select Time Format.
  7. Press **Select** or **OK**.
  8. Press **Change** or **OK** or use the **Right/Left** arrows to change the time format.
  9. Press **Save**.
- 

---

## Setting up speed dialing

### About this task

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

### Procedure

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or press the **OK** button.
4. Assign Speed Dial Entries....

If your telephone does not display the Assign Speed Dial option, your administrator has not made this feature available.

5. Press **Select** or press the **OK** button
  6. To un-assign an existing speed dial contact, scroll to the line you want to un-assign and press **Clear**. Proceed to the next step to reassign that number.
  7. To add a speed dial contact, scroll to the first unassigned line and press **Assign** or press the **OK** button.
  8. Scroll to the contact you want to assign and press **Select** or press the **OK** button.
  9. Select the telephone number you want to assign.
  10. Press **Select** or press the **OK** button.
- 

---

## Setting up favorites

### About this task

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

### Procedure

1. Press **Avaya Menu**.
  2. Select Options & Settings...
  3. Press **Select** or **OK**.
  4. Select Assign Favorite Entries....  
If your telephone does not display the Assign Favorite Entries option, your administrator has not made this feature available.
  5. Press **Assign** or **OK**.
  6. To add a favorite contact, select an assignment line and press the **Contacts** softkey. To add a favorite feature, select an assignment line and press the **Features** softkey.
  7. Scroll to the contact/feature you want and press **Select** or **OK**.
  8. If you are assigning a favorite contact, select the telephone number you want to use to call this favorite person.
  9. Press **Save**.
-



## Next steps

To call a favorite contact or access a favorite feature, scroll down through your call appearances. When the favorite contact or feature displays, press the applicable softkey or line/feature button to call the person or activate the feature.

---

## Changing the skin

If your system administrator has set up skin choices, you can change the appearance of your screen display.

 **Note:**

This option is displayed only if it has been enabled through the settings file.

### Procedure

1. Press **Avaya Menu**.
  2. Select **Options & Settings...**
  3. Press **Select** or **OK**.
  4. Select **Screen and Sound Options...**
  5. Press **Select** or **OK**.
  6. Select **Skin**.
  7. Press **Change** or **OK** or use the **Right/Left** arrows to select the skin you want.
  8. Press **Select** or **OK**.
-



# Chapter 3: 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 may 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, touch the call appearance line.

### \* Note:

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

If you do not have the Go to Phone Screen on Ringing option enabled and if the Phone screen is not displayed, incoming calls display on the top line of the screen. You can to answer the call.

## Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are not on another call, lift the handset or press the line button next to the incoming call, press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**. The deskphone automatically answers the incoming call and puts the previous call on hold.
- See [Setting the Go to Phone Screen on ringing](#) on page 0 .

### \* Note:

To automatically display the Phone screen whenever you receive an incoming call, set the Phone Screen on Ringing option to Yes. For more information see [Setting the Phone Screen on ringing](#) on page 19.

---

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## Sending an incoming call directly to voice mail

### Procedure

Scroll right to access the Feature menu and select the Transfer to Voicemail feature.

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---

## Ignoring an incoming call

### Procedure

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

---

---

## Putting a call on hold

### Procedure

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

**\* Note:**

The phone might display a hold timer when you put a call on hold. For more information, see [Configuring call timers](#) on page 19.

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

---

## Transferring a call

### Procedure

1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the **Contacts** list, or call the person from the Call Log list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**.

**\* Note:**

Unanswered transfers may be returned to your telephone as a recalled transfer. In this case, you hear a priority ring and see the display message *Return* next to the call.

---

---

## 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. You can configure your deskphone to alert you if your deskphone is on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone.

### Procedure

1. Press **Mute** during a call so that the other person on the call cannot hear you. If you start speaking with the phone muted, an alert tone sounds to remind you to unmute the call.
2. Press **Mute** again to unmute the call.

**\* Note:**

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

---

Answering a call

# Chapter 3: Making a call

## About this task

If you are not on a call, simply dial the number you want to call. If your dialing option is set to "editable" you can edit the number as you enter it, then call it using softkeys; see [Making a call using edit dialing](#) on page 41 for information. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list.

## Procedure

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

---

## Making an emergency call

### About this task

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

When the **EMERG** softkey is pressed, the phone dials the default emergency number stored in *PHNEMERGNUM*. parameter of the settings file.

Your system administrator can configure the *PHNMOREEMERGNUMS* parameter in the settings file for your extension with ten additional emergency numbers. If a user dials any one of the specified emergency numbers, the deskphone will handle the call as an emergency call even if the telephone is in the locked or unregistered state.

Avaya recommends that for phones connected to SES, only one emergency number should be defined. For use with third-party gateways, refer the relevant Application Notes for necessary provisioning to enable the configuration.

### ! Important:

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

## Procedure

1. Press the **Emerg.** softkey.
  2. If the deskphone prompts "Do you want to make an emergency call?", press the **Yes** softkey.  
Some call servers will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker by going off hook.
  3. To end the emergency call, press the **End Call** softkey or press the **Speaker** button.
- 

---

## Speed dialing a person

### Procedure

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call. Or, if speed dial numbers are assigned to a button module attached to your phone, press the button assigned to the person you want to call.

To assign speed dial numbers to up to 10 contacts, see [Setting up speed dialing](#) on page 31

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---

## Autodialing a pre-assigned number

### About this task

Your system administrator may set up frequently called numbers such as Information Technology or the Help Desk as Autodial numbers, so you can dial them with one touch.

### Procedure

1. From the Phone screen, scroll right twice to display the System Numbers menu.  
To assign labels to or edit labels for your Autodial numbers, see [Assigning labels to pre-assigned \(Autodial\) numbers](#) on page 63
  2. Select the number you want to call.
  3. Press the **Call** softkey or the **OK** button.
-



---

## Making a call using edit dialing

### Before you begin

Your system administrator has to authorize this function. To set up edit dialing, see [Setting dialing options](#) on page 21.

### About this task

Using Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using softkeys, you can change the number/character format or backspace to "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, press the **Bksp** softkey to erase the previous character, one character at a time. To change the character format press the **123/abc** softkey.
  3. Press **Call** or **OK**.
- 

---

## Redialing a number

### Procedure

1. From the Phone screen, press **Redial**.  
The last number is redialed or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information in redial settings, see [Setting Redial Options](#) on page 20 .
    - **Note:**  
The last number dialed and redial list are cleared if the Outgoing Call Log is cleared.
  2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.  
Your system administrator can disable Redial functionality.
-

---

## Calling a person from the contacts list

### About this task

You can call a contact in your contacts list by touching the name in the list. You can find a name by scrolling to it, or by using the search box. Use the dialpad keys to enter the first few letters of the name and the screen will scroll to the first match in your list.

### Procedure

1. Press the **Contacts** button.
  2. Select the person or number you want to call.
  3. Locate the contact 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 his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
  4. Press **Call** or **OK**.
- 

---

## Calling a person from the call log

### Procedure

1. Press the **Call Log** button.
  2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
  3. Scroll up or down to select the person or number you want to call.
  4. Select the person or number you want to call.
  5. Press the **Call** softkey or the **OK** button.
-

---

## Calling a person from the directory

### About this task

If your administrator has set up a company directory you can use the **Contacts** button to search through the directory, then call the person you found.

**\* Note:**

Use the **Contacts** button on the phone to initiate either a directory search as described here or to find a contact on your personal **Contacts** list. To locate a person on your **Contacts** list, see [Searching for a contact](#) on page 53.

### Procedure

1. Press **Contacts**.
  2. Press **More**.
  3. Press **Search**.
  4. Enter the person's full or partial first name if desired. To enter all or part of the last name only, skip this step and the next and scroll down to the **Last Name** field.
  5. Press **OK**.
  6. Enter the person's full or partial last name.
  7. Press **Search** or the **OK** button to start searching the directory.
  8. When the person you want displays, press **Call** to call the person.
-



# Chapter 4: About forwarding calls

You can forward your incoming calls to another number or to voice mail. If call forwarding is turned on, a Forwarding icon appears on the top line of your display screen. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available on your extension, contact your system administrator.

---

## 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 voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

You can also turn **Send All Calls** on or off by using the telephone Features list.

### Procedure

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

---

## Forwarding calls

### About this task

Your phone might have several forwarding features.

### Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select Call Fwd.

3. Enter the number to which you want to forward your calls as the destination, then press **Enter** or **OK**.  
After you enter the forwarding number, you hear a confirmation tone.
  4. Press **OK** to turn the call forwarding feature off if it is already on.
- 

---

## Turning off call forwarding

### Procedure

1. From the Phone screen, scroll right to access the Features menu
  2. Scroll down to the active Call Forward button.
  3. Press **Select** or **OK**  
When you turn off the Call Forwarding feature, you hear a confirmation tone.
-

# Chapter 5: Using the conference feature

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

---

## Setting up a conference call

### Procedure

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

---

## Adding a person on hold to a conference call

### Procedure

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

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



# Chapter 6: Using bridged call appearances

In addition to your own call appearances, your phone may show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your deskphone. You can also make outgoing calls on a bridged call appearance when it 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 a call on a primary line. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

### Procedure

1. Select 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. Press **Answer**.

---

## Joining a call on a bridged line

### About this task

You can join an existing call on a bridged line.

### Procedure

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

---

## Making an outgoing call on a bridged line

### About this task

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

### Procedure

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

---

## Excluding others from bridging onto your call

### About this task

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

### Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. Scroll down to Exclusion and press **OK** or just press the corresponding line button.

When you activate Exclusion during a call, all parties except you and the calling/called party are dropped from the call.

---

---

## Transferring a bridged call to its own voice mail

### About this task

Use the Transfer to Voice Mail feature to transfer a call you took on a bridged line to its voice mail.

### Procedure

1. During an active bridged call, scroll right from the Phone screen to access the Features menu.
  2. If necessary, scroll down to Transfer to Voice Mail.
  3. Press **OK** or **Enter** to transfer the bridged call to its respective voice mail system.
-



# Chapter 7: Using the contacts feature

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

**\* Note:**

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

---

## Searching for a contact

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

**\* Note:**

On hook dialing must be disabled to allow this type of Contact search; to enable/disable on-hook dialing, see [Setting dialing options](#) on page 21.

### Procedure

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

---

### Next steps

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

---

## Viewing a contact's details

### Procedure

1. Press **Contacts**.
  2. Select the contact you want to view.
  3. Press **Details** to see the information available for that contact.  
Selecting Details is the only way to dial a second or third number for a contact.
  4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.
- 

---

## Adding a new contact

### About this task

You can add up to six numbers for a contact.

### Procedure

1. Press **Contacts**.
2. Press **New**.
3. Enter the first and last name using the dialpad.
  - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
  - If the characters are on the same key, pause before entering the next character.
  - To enter a space, press **0**.
  - Enter remaining characters, letters or numbers.
  - To delete the last character, press the **Bksp** softkey.

#### \* Note:

If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.

- Press **More > Abc** to change between upper and lower case letters or to enter numbers.
  - Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
  - Press **More > Symbols** to enter characters that are not on your dialpad.
  - Select the symbol you want to use.
  - Press **OK** to select the symbol.
  - Press **Clear** to delete all text and start over.
4. Select the next field.
  5. Enter the number.
  6. Select the next field.
  7. To know the presence information for this person select **Yes** on the **Track Presence** field. If presence information is available for this person, presence icons will subsequently appear next to this person's name/number on the Phone or Contact screen.
  8. Select the type of number entered (Work, Home, Mobile, Track Presence).
  9. Press **Primary** if applicable.  
The primary number is the one that will always display without having to go into contact details.
  10. If you have another number for this contact, select the next field and repeat from step 5.  
You can add up to five additional numbers for this contact, but you can designate only one number as primary.
  11. Press **Save** or **OK**.
- 

---

## Editing a contact

### Procedure

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

6. Press **Save** or **OK**.
- 

---

## Deleting a contact

### Procedure

1. Press **Contacts**.
  2. Select the contact you want to delete.
  3. Press **More > Delete**.
  4. Press **Yes** to confirm or **No** to cancel.
  5. Touch **Delete** again to confirm or **Cancel** to cancel the deletion and return to the Contact list.
-



# Chapter 8: Call Log

The History screen provides a list of recent calls, with information about call disposition such as missed, answered, or outgoing with the caller name and number, call time, and call duration.

**\* Note:**

The caller number is displayed only if available.

Call History also shows bridged calls. If you are a member of a call pickup group, any calls you picked up for another person or you missed and were answered by someone else in your pickup group are shown with a Forwarding icon. Using this feature, you can review details of the type of call pickup. When you have one or more missed calls, the Call Log button illuminates and the Missed Calls icon and the top line displays the number of missed calls. To call a person listed in your Call History, see [Calling a person from the call history](#) on page 42.

---

## Viewing the call log

### Procedure

1. Press **Call LogHistory**.  
You can go to the top of the list by pressing **Call LogHistory** again.
  2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.
  3. Scroll up or down to view the entries on the list.
- 

---

## Viewing Call Log details

### Procedure

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

If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made

from the bridged line) preceding the applicable number. To log/not log bridged calls, see [Turning off call logging](#) on page 59

4. Press **Back** to return to the list view.
- 

---

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

### Procedure

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

---

## Removing an entry from the Call Log

### Procedure

1. Press **Call Log**.
  2. Select the number you want to delete.
  3. Press **More > Delete**.
  4. Press **Yes** to confirm, or press **No** if you do not want to delete it.
- 

---

## Clearing all entries from the call log

### About this task

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

### Procedure

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

---

## Turning off call logging

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

### Procedure

1. Press **Avaya Menu**.
  2. Select **Options & Settings** or **Phone Settings**.
  3. Select **Options & Settings...**
  4. Press **Select** or **OK**.
  5. Select **Application Settings**.
  6. Press **Select** or **OK**.
  7. Select the type of call logging you want to turn off.  
To turn off logging your calls, select **Log Calls**. To turn logging of bridged lines on or off, select **Log Bridged Calls**.
  8. Press **Change** or **OK** to turn call logging on or off.
  9. Press **Save**.
-



# Chapter 9: About Features

This chapter describes the features of your deskphone. Your administrator might have set up your deskphone with the features and the call appearances on one screen. The Features menu gives you access to advanced telephony features, such as and Call Forwarding and Speed Dial buttons. 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. Other features like Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features menu. The features available depend on what your administrator has assigned to your phone.

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

---

## Feature Table

Feature names are often abbreviated to fit your deskphone or button module display area. Use this table as a cross-reference to standard feature names and their corresponding common abbreviations. Depending on how your system is administered, not all features shown here may be available to you. For detailed information about a feature, click its link in the Feature Name column.

Feature Name	Common Abbreviation
<a href="#">Auto Dial</a> on page 40	Phone number or extension set up by your administrator as an auto-dial number, followed by a telephone icon or "Autodial"
<a href="#">Auto Intercom</a> on page 64	Auto Icom; Auto In
<a href="#">Automatic Callback</a> on page 64	Auto Callback
<a href="#">Call Forwarding All Calls</a> on page 45	Cfrwd or CFrwd with a third-party's extension if applicable
<a href="#">Call Forwarding Busy/Don't Answer</a> on page 65	CFBDA
<a href="#">Call Park</a> on page 66	Call park
<a href="#">Call Pickup</a> on page 67	Call pickup
<a href="#">Calling Party Number Blocking</a> on page 65	CPN Block

Feature Name	Common Abbreviation
<a href="#">Calling Party Number Unblocking</a> on page 66	CPN Unblock
<a href="#">Dial intercom</a> on page 68	Dial Icom
<a href="#">Directed Call Pickup</a> on page 68	Dir Pickup
<a href="#">EC500</a> on page 71	EC500
<a href="#">Exclusion</a> on page 50	Exclusion
<a href="#">Extend Call for EC500</a> on page 72	Extend Call
<a href="#">Extended Call Pickup</a> on page 68	Ext Pickup
<a href="#">Malicious Call Trace</a> on page 69	MCT Act
<a href="#">One-step Recording</a> on page 70	Audix Record
<a href="#">Priority Calling</a> on page 70	Priority Call
<a href="#">Send All Calls</a> on page 45	SendAllCalls, SAC, or SAC with a third-party's extension, if applicable
<a href="#">Whisper-page</a> on page 71	Whisper Act
<a href="#">Presence Information</a>	Presence
<a href="#">Enhanced Call Forwarding</a>	ECF
<a href="#">Bridge Call Appearance</a> on page 49	BCA
<a href="#">Hearing Aid Compatibility</a>	HAC


**\* Note:**

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

---

## Accessing the Features menu

### Procedure

1. From the Phone screen, use the navigation button and scroll to the right side to access the **Features** menu.  
 The  icon next to a feature indicates the feature is available, the  icon next to a feature indicates the feature is activated, and the  icon next to a feature indicates

the feature is not available. For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

To return to the main Phone screen, press **Phone** or scroll to the left. Scrolling right displays the System Numbers menu screen; scrolling right again displays the Phone screen.

2. Scroll down to see the features that have been administered for your extension.  
The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.

---

## Monitoring other extensions at a glance

### About this task

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

### Procedure

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

---

## Assigning labels to pre-assigned (Autodial) numbers

### About this task

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

### Procedure

1. From the Phone screen, scroll right twice to display the System Numbers menu.
  2. Scroll to the line to which you want to assign a label or number.  
Some labels are not editable. If you can't scroll to a certain line or hear an error tone when you press the line button, you cannot edit that label.
  3. Press **Edit** or the **OK** button.
  4. Use the dialpad to enter the label text or the Autodial number.
  5. Press Save.
- 

---

## Setting up automatic call back

### About this task

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

### Procedure

1. After calling an extension and while receiving a busy signal, scroll right from the Phone screen to access the Features menu.
  2. If necessary, scroll down to Auto Callback and press **OK** or just press the corresponding line button.
  3. When you hang up the callback call, the feature deactivates automatically.
- 

---

## Making an auto intercom call

### About this task

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

### Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Auto Icom and press **OK** or just press the corresponding line button.  
Two numbers display with the Auto Icom feature, for example "Auto icom 2 3". The first number denotes the intercom group number for the Dial Intercom feature. The



next number denotes the extension your administrator has predefined as your automatic intercom destination extension.

3. Press the number(s) that corresponds to the destination extension.
  4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.
- 

---

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

### About this task

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

### Procedure

1. If your deskphone is a 9601, 9608 or 9620, from the Phone screen, scroll right to access the Features menu.
  2. Select CFrwdCall Fwd Busy/No Ans.
  3. Enter the number you want to forward your calls to.  
After you enter the forwarding number, you hear a confirmation tone.
  4. Press **OK** to turn call forwarding off if it is already on.
- 

---

## Blocking your extension from displaying during calls

### About this task

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

### Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select **CPN Block**.  
To stop calling party number blocking, see [Displaying your extension on outgoing calls](#) on page 66.

3. Press **OK**.
  4. Enter the extension number you do not want the called party to see.
  5. Press **Enter** or **OK** to start calling party number blocking.
- 

---

## Displaying your extension on outgoing calls

### About this task

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

### Procedure

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

---

## Parking a call

### About this task

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

### Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Call Park and press **OK** or just press the corresponding line button.

3. At the other telephone, press the Call Park line/feature button to unpark the call.
- 

---

## Unparking a call

### About this task

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

### Procedure

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

---

## Picking up a call from your pickup group

### About this task

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

### Procedure

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

---

## Picking up a call to another extension

### About this task

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

### Procedure

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

---

## Picking up a call to another call pickup group

### About this task

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

### Procedure

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

---

## Calling someone in your intercom group

### About this task

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

## Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Dial Icom and press **OK** or just press the corresponding line button.

The intercom group number shows next to the Dial Intercom feature and the next denotes the extension your administrator has predefined as your automatic intercom destination extension.

3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

## Tracing a malicious call

### About this task

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

### Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to MCT and press **OK** or just press the corresponding line button to start the trace.

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

#### Important:

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

## Recording a call

### About this task

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

### Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to OTR and press **OK** or just press the corresponding line button to start recording the call.

#### Important:

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

3. Hang up to stop recording.
- 

---

## Making a priority call

### About this task

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

### Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
  2. If necessary, scroll down to Priority Call and press **OK** or just press the corresponding line button.
  3. Enter the extension you want to call.
  4. Press **Enter** or **OK** to immediately start dialing the priority call to that extension, where the call appearance will show the incoming call as a priority call.
-

---

## Interrupting a call with a whisper page

### About this task

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

### Procedure

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

---

## Configuring simultaneous ringing for multiple phones using EC500

### 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, scroll right to access the **Features** menu.
  2. Select **EC 500**.
  3. Press **OK** to turn simultaneous ringing on or off.
-

---

## Extending a call to your cell phone (EC500)

### About this task

The Extend Call feature allows you to “extend” a call that is active on your office phone to your cell phone using EC500 Extension to Cellular. This allows you to transfer an office call to your cell phone and move away from your desk. This feature is programmed by your system administrator.

#### **Note:**

Your system administrator sets the destination telephone number.

### Procedure

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



# Chapter 10: Receiving your messages

## Procedure

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

The lit Message button and a red light on the upper right-hand corner of your deskphone indicate when you have messages waiting. You can use this feature only if your administrator has enabled this feature. If you have any questions, contact your system administrator.

---

---

## 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: Browser

Your deskphone includes WML Web browser capability to use additional applications. The applications available through the Web browser vary depending on how your system administrator has configured your deskphone. If you have any questions, contact your system administrator.

Access the browser through the Avaya Menu. If you do not see the Browser option on the Avaya Menu, Web applications are not available for your deskphone.

---

## Navigating Web pages

You can navigate Web pages using a combination of buttons, softkeys, and links.

### About this task

Because your system administrator can customize browser options for specific business use, not all actions described may apply, or not all actions available to you may be described. Customized features and applications are not described in this guide.

#### \* Note:

If the WML pages that you are browsing are larger than 250 Kbytes in size, the pages will be discarded, they will not be rendered or cached. If a WML file is too large, a *Page cannot be rendered* error message might be displayed.






- To use the navigation arrows:
  - Use the up and down navigation arrows to scroll up or down through the lines displayed.
  - Use the right and left navigation arrows to go to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text or numbers.
- To select a line:
  - a) Scroll to a line on the display.
  - b) When the line is highlighted, press **OK** to select that line.
- To select a Web link:
  - a) When you see a link you want to select, scroll to it.
  - b) Press **OK**.

See [About Web Browser Icons & Labels](#) on page 76 for information on some links you might see.

- To enter text:
  - Scroll to the line area enclosed in brackets [ ] and press the appropriate dialpad keys.
  - Use the **More** softkey to access symbols or to change from alphabetic to numeric entries.

## About Web browser icons and labels

The icons and labels in the following table indicate navigation, application, or data entry choices that are displayed while working with Web pages. With the exception of Home, Refresh, and Stop, some Web soft key icons and labels may be customized and are not included in this table.

Icon	Description
Home or 	Softkey that exits the current Web application or function and displays the Home page.
	Softkey that refreshes the display (re-display the current Web page).
More	Softkey that displays additional softkeys pertaining to the Web page, application, or function being performed.
X (Cancel)	Softkey that displays while a Web page is loading.
 	Go to the previous or next page.
 =	Click to dial link. Scroll to this icon and press OK to dial the telephone number with which it is associated.

# Chapter 12: Using the Calendar

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

**\* Note:**

To enable the Calendar and set an appointment advance reminder time and tone, see [Integrating other applications with your phone](#) on page 29.

---

## Calendar Appointment Reminders

### About this task

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

### Procedure

To ignore the reminder now, but to be reminded after a “snooze” period (set using the [Exchange Integration](#) on page 29 option on the Avaya Menu), **Snooze**. To ignore the reminder completely, **Dismiss** instead.

---

## Reviewing your appointments

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

### About this task

**\* Note:**

See [Integrating other applications with your phone](#) on page 29 to enable the Calendar application and to optionally set a visual and/or audio reminder time or a reminder “snooze” period.

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

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

# Chapter 13: Limited access during failover

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

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

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

## Important:

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

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

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

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



# Chapter 14: About locking and logging in to and out of your telephone

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

**\* Note:**

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

---

## Logging in to your deskphone extension

### About this task

Log in from the initial screen when it prompts you for your Username. Depending on your phone system, certain deskphones allow you to log in and use another person's phone as a "visiting user." When you are logged in to another phone as a visiting user, a preset timer may terminate your login after a predetermined period of inactivity. When you log in to another phone as a visiting user, your "home" phone becomes inactive for all but emergency calls and displays a message indicating you are logged in at a different phone.

### Procedure

1. Enter the username/extension your system administrator has assigned to you.
  2. Scroll down to Password.
  3. Enter the password your system administrator has assigned to you.
  4. If applicable, enter your SIP User ID.
  5. If your system is set up to allow visiting user privileges, use the right or left navigation arrow to indicate whether you are this phone's primary user (Yes) or whether you are a visiting user of this phone (No).
  6. Press **Enter** or **OK**.
-

---

## Locking and unlocking your telephone

### About this task

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

### Procedure

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

**\* Note:**

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

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

---

## Logging out of your deskphone extension

### Procedure

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

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

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

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