

Avaya one-X[™] Deskphone Edition for 9620/9620C/9620L IP Telephone User Guide

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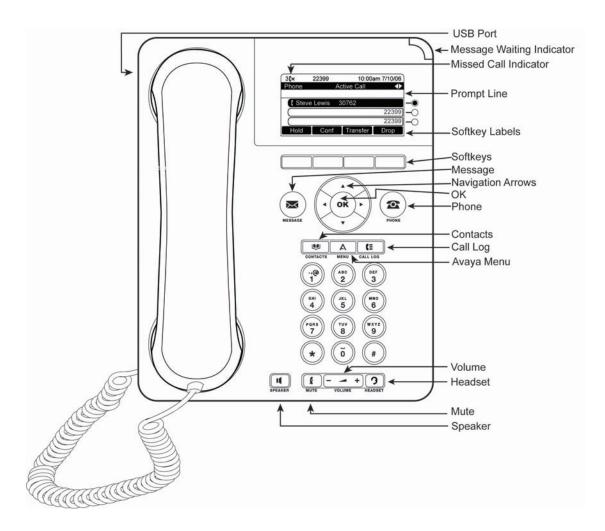
Chapter 1: Introduction to the 9620/9620C/ 9620L IP Telephone

Your telephone provides many features, including a Phone screen to view and manage your calls, a Call Log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your voicemail. The 9620C IP Telephone provides this information in color.

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.

Not all functions and features described in this user guide may be available on your telephone. If you find that a function or feature is not available, please contact your system administrator.

Overview



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

Name	Description
USB Port	Insert a USB device (also called a memory stick, thumb drive, or flash drive) to transfer contacts between your phone and an external data source; see Using USB Flash Drives with your phone on page 51 for more information. You can also recharge some battery-powered devices by using a USB cable to connect the device to your telephone's USB port. Note: the 9620L does not have a USB port.
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If <u>Configuring visual alerts</u> on page 16 is enabled, this light flashes when you receive an incoming call.
Missed Call Indicator	The icon on the Call Log button is illuminated when you have missed calls. The top line shows the Missed Call icon and the number of calls missed.

Name	Description	
Prompt Line	View the prompt line to see helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus	
Call Appearances	Depending on how your system is administered, three or six lines are available for calls. Touch the line to initiate or answer a call. Call appearances also indicate if a feature is enabled or disabled in the Feature view.	
Line Buttons	The three line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Line buttons also indicate if a feature is enabled or disabled in the Feature view.	
Softkeys	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.	
Message	Press the Message button to connect directly to your voicemail system.	
Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.	
OK	Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number.	
Phone	Press Phone to view and manage your calls.	
Contacts	Press Contacts to view the entries in your Contacts list.	
Call Log	Press Call Log to view a list of your outgoing, incoming, and missed calls.	
Avaya Menu	Press Avaya Menu to configure options and settings, access the browser, log out, or view network information.	
Volume	Press Volume to adjust the volume of the handset, headset, speaker, and ringer.	
Headset	Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.	
Mute	Press Mute to mute a call in progress. To take a call off mute, press Mute again.	
Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset.	

Scrolling and navigation

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 phone 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. When only one up or down navigation arrow shows, it indicates you are at the top or bottom of the list and can only move in the direction indicated by that arrow. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected. For color phones, the selected line is highlighted in yellow with black letters. For non-color phones, the selected line is highlighted in black with white letters. The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

About icons

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

Icon	Description	
(×	Missed call; a call was not answered or was forwarded to voice mail.	
	Incoming call is ringing.	
C	Call is active.	
2	Call is on hold.	
(‡	Your calls are being forwarded.	
α	Conference is active.	
2	Conference is on hold.	
•	Use the Right or Left navigation arrow to see additional pages/screens/options.	
1	Scroll left for other options.	
)	Scroll right for other options.	

Icon	Description
‡	Scroll up or down when there is more information than can display in the application area.
•	End of list; scroll up to see choices.
-	Beginning of list; scroll down to see choices.
£	The call in progress is muted.
8	The ringer volume is off due to pressing - on the Volume button until the volume turns off. To reinstate volume, press + on the Volume button.
Ξ	Team icon indicating this team member is available.
[C]	Team icon indicating this team member is busy on a call and not available.
6	Team icon indicating this team member is not on a call but is forwarding incoming calls.
O	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
•	Your administrator may place this icon on one of your softkeys as an energy-saving measure. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.

Telephone stand

Your telephone can be placed in two positions, a lower position and an upright position. You can adjust the display screen to different angles. To move the display screen, gently pull from the top of the display screen towards you. As you pull the screen towards you, you will hear a clicking sound. Each of these clicks is a locking position for the display screen. Gently push on the display screen to adjust the screen to a previous position.

If your phone is in the upright position, reverse the tab located below the switchhook in the top ear piece pocket (on the front of the phone). This will keep the handset seated in the correct position. You will need a small screwdriver to lift this tab out.

Introduction to the 9620/9620C/9620L IP Telephone

Chapter 2: Avaya Menu

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

Sample Menu 1	Sample Menu 2	Sample Menu 3
 > Options & Settings > Browser > Network Information > Guest Login > Log Out > About Avaya one-X > My Pictures 	 Your 1st Web Application Phone Settings Log Out About Avaya one-X My Pictures 	 Call Settings Application Settings Screen & Sound Advanced Options Network Information My Pictures



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

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

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

Network Information shows a summary of network-related parameters for your phone.

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

Guest Login lets you log in to a phone to which you are not normally assigned, to access your own contacts and features.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in. Log out does not display unless your phone (and any associated button module) is in an idle state.

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



The sub-menus that appear depend on how your extension was administered. Some options or sub-menus may not be available.

Options & Settings

The Options & Settings menu contains choices for:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

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

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

Screen & Sound options includes choices for adjusting your phone's brightness and contrast, ring pattern, language selection, and button clicks and tones.

Advanced Options includes choices for backing up and restoring your settings, options and button labels, and setting up a Bluetooth[®] adapter if one is attached to your phone. You can also set AGC (Automatic Gain Control) for your headset, handset, and/or speaker audio.

Setting Go To Phone Screen on Calling

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

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

Setting Go To Phone Screen on Ringing

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

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

Setting Go To Phone Screen on Answering

Set Go To Phone Screen on Answering to Yes to automatically display the Phone screen when you answer a call.

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

Changing the voice dialing setting

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- 3. Press **Select** or **OK**.
- 4. Select Call Settings.
- 5. Press Select or OK.
- Select Voice Dialing.
- 7. Press **Change** or **OK** to set the option to on or off. Voice-initiated dialing is set to on by default.
- 8. Press Save.

Changing the voice dialing language

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- 3. Press Select or OK.
- 4. Select Call Settings.
- 5. Select Voice Dialing Language....
- 6. Press Change or OK.
- 7. Select the language you will speak to search for and dial your contacts.
- 8. Press **Select** or **OK**.
- 9. Press **Yes** to confirm the selected language.

Setting redial options

You can set Redial to dial the last number you dialed or to display a list of the last numbers you dialed.

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

Configuring call timers

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

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- 3. Press Select or OK.
- 4. Select Call Settings.
- 5. Press Select or OK.
- 6. Select Display Call Timers.
- 7. Press Change or OK to change the setting.
- 8. Press Save.

Configuring visual alerts

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

- 1. Press Home.
- 2. Select Options & Settings or Phone Settings.
- 3. Press Select or OK.
- 4. Select Call Settings.
- Press Select or OK.
- Select Visual Alerting.
- 7. Press **Change** or **OK** to turn Visual Alerting on or off.
- 8. Press Save.

Setting the audio path

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

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- 3. Press Select or OK.
- 4. Select Call Settings.
- Press Select or OK.
- 6. Select Audio Path.
- 7. Press **Change** or **OK** to change the Speaker or Headset setting.

If the audio path is set to Headset and your headset uses switchhook control (typically true for wireless headsets), the Voice Dialing feature cannot receive input from the headset.

8. Press Save.

Setting contact names to display during calls

You can set your phone to show the contact's name rather than the calling party name for an incoming or answered call, a transferred call, or conference call when a calling or called party number matches a number on your Contacts list.

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- 3. Press Select or OK.
- Select Call Settings.
- 5. Press Select or OK.
- 6. Select Pair Contacts to Calls.
- 7. Press **Change** or **OK** to change the setting to On or Off.
- 8. Press Save.

Adjusting the brightness or contrast of the display

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- Press Select or OK.
- 4. Select Screen & Sound Options.
- 5. Press Select or OK.
- 6. Select Brightness or Contrast.



You cannot adjust the contrast of the 9620C color display screen.

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

Turning button click sounds on and off

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

Turning error tones on or off

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

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- 3. Press Select or OK.
- 4. Select Screen & Sound Options.
- 5. Press Select or OK.
- 6. Select Error Tones.

- 7. Press Change or OK to turn error tones on or off.
- 8. Press Save.

Turning large text on or off

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- 3. Press Select or OK.
- 4. Select Screen & Sound Options.
- 5. Press Select or OK.
- 6. Select Text Size.
- 7. Press **Change** or **OK** to turn large text on or off.
- 8. Press Save.

Changing the ring pattern

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- 3. Select Screen & Sound Options.
- 4. Press Select or OK.
- 5. Select Personalized Ringing.
- 6. Select a displayed ring pattern, or press Other to select from a list of eight alternative ring patterns.



Use Other or the Right/Left Arrows to toggle between the two sets of patterns.

7. After selecting a pattern, press Play or OK to listen to it.

- 8. Repeat Steps 6 and 7 until you find the ring pattern you want.
- 9. Press **Save** to make it your ring pattern.

Changing the display language

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- Press Select or OK.
- 4. Select Screen & Sound Options.
- Press Select or OK.
- 6. Select Language....
- 7. Select a display language.
- 8. Press Select or OK.
- 9. Press **Yes** to confirm the selected language.

Personalizing button labels

You can change the labels that are displayed for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to "My Line."

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- Press Select or OK.
- 4. Select Application Settings.
- 5. Press Select or OK.
- 6. Select Personalize Labels...
- 7. Press Change or OK.
- 8. Select the label you want to edit.

If the label you want to edit is on the Features menu, scroll right to access the Features menu, and select the label you want to edit.

- 9. Press Edit.
- 10. Edit the label using up to 13 characters. Press Clear to clear all text fields and start over.
- 11. Press Save or OK.
- 12. You may revert back to the default button labels by selecting **Avaya Menu** > **Options & Settings > Application Settings > Restore Default Button Labels** and pressing **Default**.

Setting dialing options

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



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

- 1. Press Avaya Menu.
- 2. Select Options & Settings or Phone Settings.
- 3. Press Select or OK.
- 4. Select Call Settings.
- 5. Press Select or OK.
- Select Edit Dialing.

If your telephone does not display this option, your administrator has not made this feature available.

- 7. Press **Change** or **OK** to change the setting to On (Enabled) or Off (Disabled). When on-hook dialing is in effect, dialpad (edit dial) searches are not available.
- Press Save.

Avaya Menu

Chapter 3: Browser

Your telephone includes a Web browser capability that can be used to present additional applications. The items available through the Web browser vary depending upon how your telephone is administered. Contact your system administrator with any questions.

Access the browser through the Avaya Menu. If you don't see the Browser option on the Avaya Menu, no Web applications are available for your phone.

Accessing your browser

- 1. Press Avaya Menu.
- 2. Press Browser or OK.

Browser

Chapter 4: Features menu

The Features menu gives you access to Speed Dial buttons and advanced telephony features, such as Directory, Abbreviated Dial, and Call Forwarding. Directory allows you to dial other users on your system by name. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. When set to "on," EC500 allows calls to your desk phone to also be sent to your cell phone. Your system administrator may also assign frequently-used features to softkeys, to give you quick access. The particular features available to you depend on what your administrator has assigned to your phone.

Your administrator may also place selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

- From the Phone screen, scroll right to access the first feature on the Features Menu.
 To return to the main Phone screen, press the Phone/Exit button or the Exit softkey.
- 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.

Calling a person from the directory

- 1. From the Phone screen, scroll right to access the Features menu, select Directory, and press **Select** or **OK**.
- Use the dialpad keys to start spelling the last name of the person you want to call.
 Press each dialpad key one time for each corresponding letter. For example, for "Hill", press 4,4,5,5.
- Select Next to view the next name alphabetically in the directory, if necessary.

- 4. Press **OK** or enter the next letter.
- 5. Select Make Call when you see the name you want.
- 6. Press **OK** to dial the call.

Configuring simultaneous ringing for multiple telephones (EC500)

The EC500 feature allows you to have incoming calls to your desk phone ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator.

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

Chapter 5: Answering a call

When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually. If you do not have the Setting Go To Phone Screen on Ringing on page 13 enabled, you must press **Phone** to choose a line or view call options.



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

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press Ans Hold to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.
- To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the **Phone** button. You can then press the line for the incoming call or scroll to it.
- To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes (see Setting Go To Phone Screen on Ringing on page 13

Answering a call

Chapter 6: Making a call

If you are not on a call, simply dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time.

- 1. Lift the handset, 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

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

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

Clearing a number

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

Redialing a number

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

The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial. See <u>Setting redial options</u> on page 15 for information on redial settings.

2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.

Your system administrator can disable Redial functionality.

Using voice dialing

You can say a name to search for and call any contact when voice dialing is set to on. You can optionally add a qualifier like "at home" or "mobile" with the name to get to a specific number for the contact. The first two times you use voice dialing, a help screen displays to assist you in using this feature.

- 1. Press Contacts.
 - If Voice dialing is enabled, a **Voice** softkey displays.
- 2. If no tone is generated or if no green bar appears next to the **Voice** softkey, press **Voice** again to restart voice dialing.



To make voice-initiated dialing available each time you access your contacts, see <u>Changing the voice dialing setting</u>. To change the language you want to use for voice dialing commands, see <u>Changing the voice dialing language</u>.

3. Within a few seconds or as soon as you hear the tone, say the name of the person you want to call.

You can say the name in first name, last name order even if the name is displayed as last name, first name order (and separated by a comma) in your Contacts list. You can add a qualifier, for example, "at home", "at office", "mobile phone", "cell phone", or say one of the contact number types (Home, Work, Mobile) with the name. For example, to reach Sam Jones at his primary number you can simply say "Sam Jones". To reach Sam Jones at home, you might say "Call Sam Jones at home."



If you don't add a qualifier and multiple numbers exist for that contact, the telephone always dials the first number listed.

- 4. When one or more contacts display:
 - Press Call or OK or the applicable line button to dial the highlighted number, or scroll to select (highlight) a different number, then press Call or **OK** or the line button.
 - Press Details to view the contact details associated with the highlighted entry, or select (highlight) a different entry, then press **Details**.
 - If none of the matches represent the contact/number you want, press Retry and repeat the voice-initiated dialing command from Step 3.
 - Press Cancel to exit voice dialing and return to the main contacts screen.

Making a call using edit dialing

Prerequisites

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

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

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

Calling a person from the contacts list

- 1. Press the **Contacts** button.
- 2. Select the person or primary number you want to call.

To call a non-primary number, select the person, press **Details**, then select the desired number.

3. Press Call or OK.

Calling a person from the call log

- 1. Press the Call Log button.
- 2. Select the person or number you want to call.
- Press the Call softkey or the OK button.
 Depending on administration, returning a Missed Call may result in that Call Log entry being deleted when the calls goes through.

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Chapter 7: Muting a call

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the call is muted, the Mute button light is on and the top line displays the Mute icon.

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

Muting a call

Chapter 8: Putting a call on hold

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



A hold timer may display when you put a call on hold. For more information, see Configuring call timers on page 15.

4. Press **Resume** or the line button of the held call to retrieve the call.

Putting a call on hold

Chapter 9: Transferring a call

- 1. From the Phone screen, select the line you want to transfer.
- 2. Press Transfer or OK.
- 3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
- 4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press Complete or OK

Transferring a call

Chapter 10: Forwarding calls

You can forward your incoming calls to another number or to voicemail. If call forwarding is turned on, a Forwarding icon appears on the top line of your display screen. You can choose from a number of forwarding features, including Send All Calls and Call Forward. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available to you, contact your system administrator.

Send All Calls

When Send All Calls (SAC) is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a SendAll softkey appears on the Phone screen for idle calls. Pressing SendAll turns Send All Calls on. If it is already on, pressing SendAll turns it off. You can also turn Send All Calls on or off by using the telephone Features list.

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

Forwarding calls

Several forwarding features may be available so you can set a number to which your calls will be forwarded, or turn off call forwarding if it is already on. If available, your call forwarding features are listed on a Forwarding features menu.

- 1. From the Phone screen, scroll right to access the Features menu.
- 2. Select the forwarding feature you want to activate...
- 3. Press **Enter** or **Select** or **OK** to turn the call forwarding feature on. When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.

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

Chapter 11: Conference calls

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

Setting up a conference call

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

Adding a person on hold to a conference call

- 1. From the Phone screen, select your active call.
- 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** to add the person to the conference call.

Putting a conference call on hold

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

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

Muting a person on a conference call

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

- 1. From the Phone screen, press **More** > **Details** during a conference call.
- 2. Select the person you want to mute.
- 3. Press Silence.
- 4. Press **Silence** again to take the person off mute.

Dropping the last person added from a conference call

- 1. From the Phone screen, select your active call.
- 2. Press Drop.

Dropping a person from a conference call

This feature is not available on all systems.

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

Conference calls

Chapter 12: Bridged call appearances

Your phone may show one or more bridged call appearances on the display screen in addition to your own call appearances. A bridged call appearance typically belongs to someone else, but bridging allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your telephone. You can also make outgoing calls on a bridged call appearance when it is not in use.

Answering a call on a bridged line

Answering a call on a bridged line is basically the same as a call on a primary line. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

- Select the bridged call that you want to answer.
 The ringing line will typically be selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).
- 2. Press Answer

Joining a call on a bridged line

You can join an existing call on a bridged line.

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

Making an outgoing call on a bridged line

When you make a call on a bridged line, you are using another person's line. The caller ID may show the call as coming from you or coming from the person whose line you are using. If

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

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

Chapter 13: Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can use voice dialing to speak the contact name; see Using voice dialing on page 30 for information. You can also import or export a Contact list using a USB device; see Using USB Flash Drives with your phone on page 51 for information.



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

Searching for a contact

You can search for any name as described here, or 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 3, D, E or F depending on how you set up your contacts and how many times you press 3 in succession. You can also search for and dial a contact using voice dialing; see Using voice dialing on page 30 for information.

- 1. Press Contacts.
- 2. Using the dialpad, start typing the name for which you want to search. Keep in mind that a Contacts search is case-sensitive and 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 press **More** then **Edit** to edit contact information.

Viewing a contact's details

- 1. Press Contacts.
- 2. Select the contact you want to view.

- 3. Press **Details** to see the information available for that contact.

 Selecting Details is the only way to dial a second or third number for a contact.
- 4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

Adding a new contact

You can add up to three numbers for a contact.

- 1. Press Contacts.
- Press New if this is your first contact list entry, or press More then New if you already have entries in your contact list.
- 3. Enter the name using the dialpad.
 - a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 - b. Pause before entering the next character if the characters are on the same key.
 - c. To enter a space, press 0.
 - d. Enter remaining letters or numbers.
 - e. Press **Bksp** to delete the last character.



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

- f. Press More > Abc to change between upper and lower case letters or to enter numbers.
- g. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
- h. Press **More** > **Symbols** to enter characters that are not on your dialpad.
- Select the symbol you want to use.
- j. Press **OK** to select the symbol.
- k. Press Clear to delete all text and start over.
- 4. Select the next field.
- 5. Enter the telephone number and press **Primary** if applicable.

The primary number is the one that will always display without having to go into contact details.

- 6. Select the next field.
- 7. Select the type of number entered (general, work, mobile, home).
- 8. If you have another number for this contact, scroll down and repeat Steps 5 7. You can add up to two additional numbers for this contact, but you can designate only one number as primary.
- 9. Press Save or OK.

Editing a contact

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

Deleting a contact

- 1. Press Contacts.
- 2. Select the contact you want to delete.
- 3. Press More > Delete.
- 4. Press **Delete** to confirm or **Cancel** to cancel.

Contacts

Chapter 14: Using USB Flash Drives with your phone

Subject to your administrator's permission, if your telephone has a USB interface and you have a USB (Universal Serial Bus) flash drive (also called a thumb drive or memory stick), you can log into your phone from anywhere in the world, add contacts to your Contacts list from an E-mail or other PC software program, and display pictures from the device on your phone as a screensaver. You can also copy your contact list from your phone to a USB flash drive, replace the contents of your phone's current contact list with those on the USB flash drive, or temporarily use the flash drive's contacts instead of your phone's contact list.



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

Avaya offers a PC application called Avaya one-X[™] Deskphone USB Companion to help set up your USB device/phone options. Your administrator has certain setup responsibilities and can then help you determine which options are available to you and how to use the tool to set them up. Additionally, your administrator may provide you with a USB device with a preprogrammed Extension and Password in it, or may provide you with a PC-based tool for putting this information on a USB device. You can then use the USB device to log in to the administered Extension and Password automatically, from any telephone in your system.

😵 Note:

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

After setup, inserting the flash drive into the telephone's USB jack produces either a list of USB actions/options or a display message notifying you that you cannot proceed because your device is not supported or the device exceeds the telephone's available power. Whether power is provided to the phone's USB interface depends on how the phone is powered and administration settings. Only FAT or FAT32 file systems are currently supported; USB drives with NTFS file systems are not supported. Multiple LUNS are not supported.

Adding contacts from an external file to your contacts list

Use a USB flash drive to add contacts from an external file to your contacts list. Keep in mind that your contacts list cannot have more than 250 incoming entries. Contact files merged or written to the phone's contacts list must be in a specific format. One way to ensure that the file is in the proper format is to export your telephone's Contacts list to your USB device, which

automatically creates a properly formatted file. Avaya also provides a spreadsheet tool that uses macros to convert your Outlook contacts into the Contacts format the telephone uses. For information on this tool, search for "Avaya one-X USB Companion" on the Avaya support site at http://www.avaya.com/support.



🔯 Note:

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

- 1. Plug the USB device into the jack near the top left edge of your phone.
- 2. Press **Select** or **OK** to select Merge file and phone contacts. The Merge option is shown only when both the USB file and the phone have contacts.
- 3. The merge occurs automatically. When complete, review the statistics displayed, which show the number of entries, duplicates, and any errors.
- 4. Press Save or OK to write the merged Contacts list back to the USB device and return to the list of contacts/USB actions or press Exit to return to the list of contacts/ USB actions without writing the merged file to the USB device.



Note:

Attempts to merge more than the 250 entries allowed produces a List Full screen which lets you either save the partial list (the first 250 entries) or cancel the merge without writing the external file's contents to the telephone.

Replacing your contacts list with an external file

Use a USB flash drive to replace your entire contacts list with the contacts from an external file. Incoming contacts must have a name and at least one and no more than three telephone numbers with associated types. If not provided, the type of number will default to the general type. Your system administrator can provide detailed format information about external data source files.

- 1. Plug the USB flash drive into the jack near the top left edge of your phone.
- 2. Scroll down to Replace phone contacts with file.
- 3. Press Select or OK.

- 4. Review the statistics displayed, which show the number of valid and invalid entries, and if applicable, how many entries exceed the 250 contact phone maximum.
- 5. Press **Save** or **OK** to overwrite and replace your contacts list with the file on your USB device or **Cancel** to cancel the replacement and retain your current contact list.

Copying your contacts list to a USB flash drive

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

- 1. Plug the USB flash drive into the jack near the top left edge of your phone.
- 2. Scroll down to Write file with phone contacts.
- 3. Press Select or OK.
- 4. If your USB device currently has a contacts file on it, press **Save** or **OK** to confirm that you want to overwrite that file with the telephone's contact list.

Temporarily using a USB contacts list

You can temporarily use a contacts file on a USB flash drive rather than your phone's contact list as long the USB flash drive remains attached to the phone. For example, copy your contacts list to your USB flash drive and take the device with you while traveling. If you have access to a 9600 Series guest phone with the latest telephone software at another site, you can attach the USB flash drive and use your contacts list.

- 1. Plug the USB flash drive with the contacts file you want to use into the jack near the top left edge of your phone.
- 2. Scroll down to Use contacts file while present.
- 3. Press Select or OK.
- 4. Press **OK** to access the contacts list on your USB flash drive. Any changes or updates you make to your contacts list while the USB device is connected affect only the temporary file on the USB device, and not your "regular" telephone contacts list.

Using pictures from your USB device as a screensaver

If your USB device has a top level directory named \Pictures or another picture directory that is properly administered, you can use pictures in that directory as your phone's screensaver. Each picture displays for 5 seconds unless you specify a different value (from 5 seconds to 999 seconds). The maximum allowable height and width for each picture is 160 x 320 pixels. Your administrator can help you set up this feature. Your administrator can also disable this feature, in which case the "My Pictures" option will not appear on the Avaya Menu.

In addition to the features described in the <u>Using USB Flash Drives with your phone</u> on page 51 the Avaya one-X[™] Deskphone USB Companion application includes a utility program to convert your pictures to the correct format.

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



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

Chapter 15: Call Log

You can use the Call Log to view lists of your outgoing, answered, or missed calls. When you have one or more missed calls, the Call Log button lights and the Missed Calls icon and the number of missed calls display on the top line. To call a person listed on your Call Log, see Calling a person from the call log on page 32.

Viewing the call log

1. Press Call Log.

You can go to the top of the list by pressing Call Log again.

2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.



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

3. Scroll up or down to view the entries on the list.

Viewing Call Log details

- 1. Press Call Log.
- 2. Select the number you want to view.
- 3. Press Details.
- 4. Press Back to return to the list view.

Adding an entry from the call log to your contacts list

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

Removing an entry from the Call Log

- 1. Press Call Log.
- 2. Select the number you want to delete.
- 3. Press More > Delete .
- 4. Press Delete or OK to confirm, or press Cancel if you do not want to delete it.

Clearing all entries from the call log

Clearing all entries from a call log 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 from the call log. However, if you are viewing the All Calls list, pressing **Clear All** deletes all calls from the call log.

- Press Call Log.
- 2. Select the list you want to delete.
- 3. Press **Clear All** to delete all of the entries in the list you are viewing.
- 4. Press Clear All or OK to confirm.

Turning off call logging

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

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

Call Log

Chapter 16: Getting your messages

Press the **Message** button to connect directly to your voicemail system.

The lighted Message button and a red light on the upper right-hand corner of your telephone indicate when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Logging into your voicemail

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

Getting your messages

Chapter 17: About Logging In to and Out of Your Telephone

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



🐯 Note:

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

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



When you use the USB Login, the only Contacts you will be able to see are the Contacts on the USB device. See Using USB Flash Drives with your phone on page 51 for more

Logging in to your telephone extension

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

- 1. Enter your extension.
- Press Enter or OK.
- 3. Enter your password.
- Press Enter.

Logging in as a guest user

Log in to another phone as a guest to retain the features and functionality of your own phone. For example, if you are temporarily using a visitor's office telephone but want to have your Contacts list available. The telephone must be on-hook to select this feature.

- 1. Press Avaya Menu.
- 2. Select Guest Login.
- 3. Enter your extension.
- Press Enter or OK.
- Enter your password.
- 6. Press Enter or OK.
- 7. Scroll left or right to select the expected amount of time you will use this phone. You can log out as a guest at any time despite the duration you select.
- 8. Press Enter or OK.

Logging out of your telephone extension

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

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