



Using Avaya 9608/9608G/9611G IP Deskphones SIP

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Note

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

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Regulatory Statements

Australia Statements

Handset Magnets Statement:

 **Danger:**

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

Industry Canada (IC) Statements

RSS Standards Statement

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

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

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

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

Radio Transmitter Statement

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

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

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

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

Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Japan Statements

Class B Statement

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

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

Denan Power Cord Statement

 **Danger:**

Please be careful of the following while installing the equipment:

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



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México Statement

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

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

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

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

Power over Ethernet (PoE) Statement

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

Taiwan Low Power Radio Waves Radiated Devices Statement

802.11b/802.11g/BT:

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

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

802.11b/802.11g/BT 警語：

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U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

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

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

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

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

When using IEEE 802.11a wireless LAN, this product is restricted to indoor use, due to its operation in the 5.15 to 5.25GHz frequency range. The FCC requires this product to be used indoors for the frequency range of 5.15 to 5.25GHz to reduce the potential for harmful interference to co channel mobile satellite systems. High-power radar is allocated as the primary user of the 5.25 to 5.35GHz and 5.65 to 5.85GHz bands. These radar stations can cause interference with and/or damage to this device.

Class B Part 15 Statement

For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

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

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

Radiation Exposure Statement

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

EU Countries

This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from <http://support.avaya.com> or Avaya Inc., 4655 Great America Parkway, Santa Clara, CA 95054-1233 USA.

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- There is a risk of explosion if you use an incorrect type of battery in the DECT handset. Replace used batteries with the correct battery type: Nickel Metal Hydride (NiMH), rechargeable, size AAA.
 - This product uses NiMH batteries which are recyclable and must not be disposed of as municipal waste to reduce the risk of releasing substances into the environment. At the end of the battery's useful life, remove the rechargeable batteries and take them to the nearest battery collection location to be recycled.

- Ensure that you:
 - Do not operate the device near water.
 - Do not use the device during a lightning storm.
 - Do not report a gas leak while in the vicinity of the leak.
 - Limit the power to the device over telecommunications wiring to 36-57 volt DC or ≤ 1.3 ampere DC.

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Chapter 1: Introduction

Purpose

This document describes how to use 9600 Series IP Deskphones features.

This document is intended for people who want to learn how to use 9600 Series IP Deskphones features.

Change history

Date	Summary of changes
06-03-2017	New chapter titles and component maps added for aligning with the latest CE template. Updates added for SIP 7.1 release.
18-03-2016	Updates for SIP 7.0.1 release.
12-08-2015	Updates for SIP 7.0 release.
22-05-2014	Updates for SIP 6.4 release.
06-10-2013	Updates for SIP 6.3 release.
14-06-2013	Updates for SIP 6.3.2 release.

Chapter 2: Setting up Avaya 9608 9608G and 9611G IP Deskphones SIP

Introduction to 9608/9608G and 9611G SIP deskphones

Your deskphone provides many features that include:

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

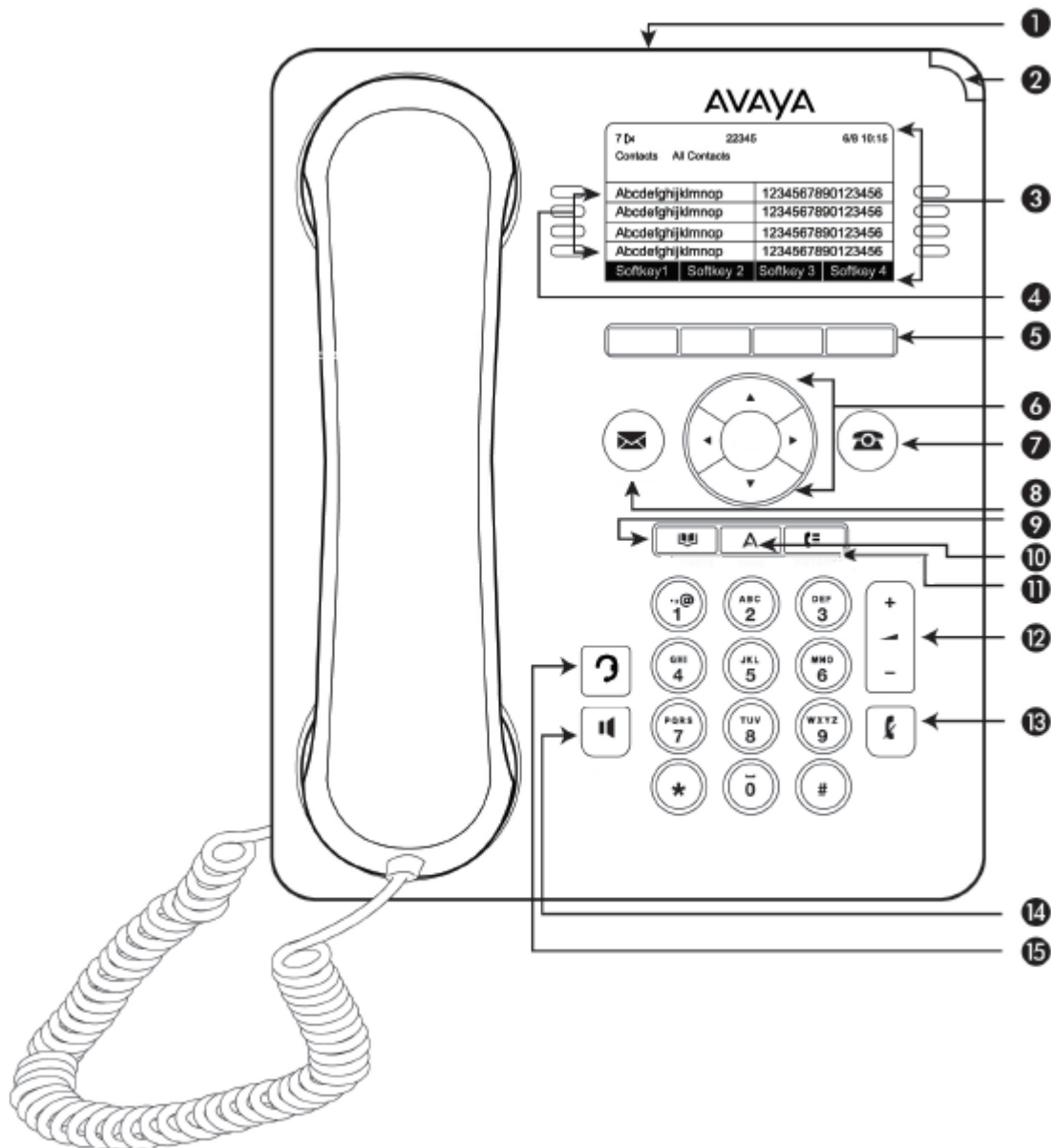
You can also attach up to three button modules to your deskphone to expand the available number of call appearances and features. Multiple button modules must all be the same type and same model.

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

The 9611G deskphone has a color display, while the 9608 and 9608G models have a black and white display. The 9611G deskphone has a smaller display area than the 9608G deskphone. Only the 9608G deskphone has a LAN Ethernet LED on the back panel of the phone. Unless specifically stated in this guide, the two models are essentially the same in terms of features and functionality.

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

Physical layout



*** Note:**

Your deskphone might have labeled buttons.

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











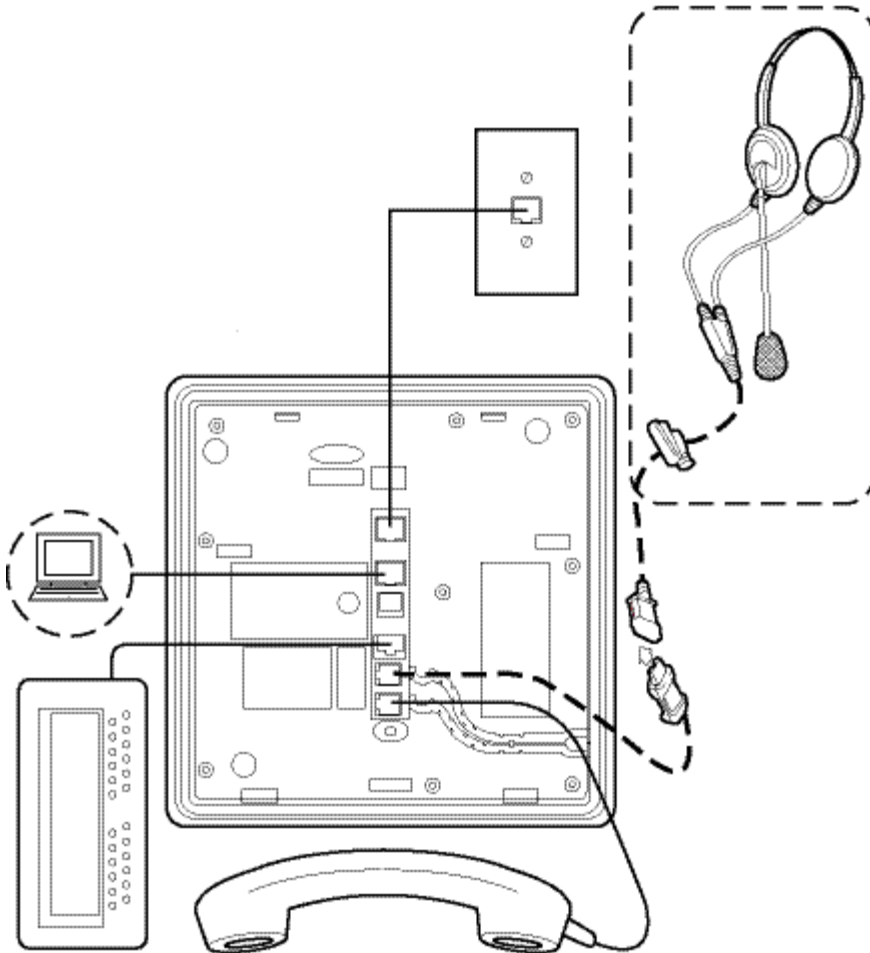
Callout Number	Name	Icon if applicable	Description
1	USB port	N/A	While the 9608 and 9608G models do not have a USB port.
2	Message waiting indicator	N/A	An illuminated red light in the upper-right corner of your deskphone indicates that you have a voice mail. If you enabled Visual Alerting on your phone, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the deskphone lights the Message button when you have voice mail.
3	Phone display	N/A	The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view other screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your administrator administers the system.
4	Features and call appearance lines	N/A	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 that line. For an incoming call, the green LED blinks. While the deskphone is off-hook, both the red and the green LED glow. Lines also indicate if the system or system number has enabled or disabled a feature in the Feature or System Numbers view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.  Note: For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.
5	Softkeys	N/A	Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen that the phone displays.

Table continues...

Callout Number	Name	Icon if applicable	Description
6	OK and navigation arrows	N/A	<p>The OK button performs the action of the highlighted option of a menu.</p> <p>Use the right and left navigation arrows to navigate from one screen to another, or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another. However, if you are using the half-width mode, the up and down navigation arrows move one screen at a time, instead of one line at a time.</p>
7	Phone		<p>The Phone button displays the Phone screen when you press the button. During a call, you can gain access to the following options from the Phone screen:</p> <ul style="list-style-type: none"> • Hold • Conference • Transfer • Drop call
8	Message		<p>When you press Message, you are connected directly to your voice mail system. The deskphone lights this button when you have voice mail messages waiting. To listen to your voice mail messages, ensure that the system administrator configures the voice mail for your extension.</p>
9	Contacts		<p>When you press Contacts, the Phone screen displays the entries in your contact list.</p>
10	Home		<p>When you press Home, you gain access to the Avaya Menu to configure options and settings, access the browser or any applications available.</p>
11	History		<p>When you press History, the Phone screen displays the history of your outgoing, incoming, and missed calls. The icon on the History the deskphone lights the button when you have missed calls. The top line shows the Missed Call icon and the number of calls that you have missed.</p>
12	Volume		<p>If you press + or - on the Volume button on an active call, the phone increases or decreases the volume of your handset, headset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.</p>
13	Mute		<p>Press the Mute button to mute a call in progress. To take a call off mute, press Mute again.</p>
14	Speaker		<p>Press the Speaker button to use the speakerphone. To take a call off speakerphone, lift the handset or press the Headset button.</p>
15	Headset		

Connection jacks

The following image illustrates the connection jacks that are present on the back panel of Avaya Deskphone 9608/9608G and 9611G models. The image schematically describes which device to connect in which jack.



Deskphone stand

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

Locking and logging in to and logging out of your deskphone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users.

 **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 phone

About this task

Perform this task to log in to your phone.

The phone supports Multiple Device Access (MDA) using which you can register up to 10 SIP devices with your extension. If you register to multiple devices, you can perform functions, such as switching to another registered device during an active call or bridging on to calls at multiple registered devices.

Procedure

1. On the login screen, enter the extension number that your administrator assigned to you for login.
2. Press **Enter** or **OK** or **#**.
3. Enter the password that your administrator assigned to you.
4. Press **Enter** or **OK** or **#**.

Locking and unlocking your deskphone

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 is displayed with a beep.

 **Note:**

Ensure that you do not have any active calls when you lock the phone.

When you lock your phone, your presence status changes to *Away*.

Procedure

1. From the Features screen, press **Phone Lock**.
2. Press **Lock** on the phone screen.
3. To unlock your phone, press **Unlock** and enter the password you use for deskphone login.

Logging out of your deskphone

Procedure

1. Press **Home**.
2. Press **Settings**.
3. Press **Log Out**.
4. Press **Yes** when the deskphone prompts for confirmation.

Chapter 3: Navigation

Navigation tips

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

The deskphone displays navigation icons (↔) on the phone display to indicate that you can scroll to more options or information. 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.

Icons on the deskphone

The following table lists the icons used in the 9608 and 9608G IP deskphones.

























Icon	Description
	Missed call on your phone. A call was not answered or was forwarded to voice mail.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	EC500 is activated.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow for 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.

Table continues...

Icon	Description
	The call in progress is muted.
	Pressing - on the Volume button continuously causes the ringer volume to turn off. To reinstate volume, press + on the Volume button.
	Icon indicating the deskphone is not connected to its network and is operating in "failover" mode. Some features might not be available or work correctly. See the topic <i>Limited access during failover</i> for information. If this icon displays in the appearance line, the icon indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up.
	You have designated this contact or feature as a "favorite."
	Indicates that the Send All Calls feature is on.
	Indicates that the call is using a wideband codec for excellent quality voice call.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates that the user enabled the LNCC feature. The LNCC feature changes the Multiple Call Appearance deskphone to a Single Call Appearance deskphone.
	Indicates that the SLA Mon™ agent has taken control of the deskphone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates the Team button ringing state.

The following table lists the icons used in the 9611G IP deskphone.








Icon	Description
	Microphone is muted.
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	The deskphone has activated the EC500 feature.
	Incoming call is alerting.
	Call is active.

Table continues...























Icon	Description
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when the application area has more information than it can display.
	Pressing - on the Volume button continuously causes the volume to turn off. To reinstate volume, press + on the Volume button.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and unavailable.
	Team icon indicating this team member is not on a call, but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
	Indicates that the deskphone is not connected to the session manager and is operating in "failover" mode. Some features might not be available or work correctly. See the topic <i>Limited access during failover</i> for information. If the appearance line displays the icon, the icon indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up. Icon also indicates non-AST mode.
	You have designated this contact or feature as a "favorite."
	The icon shown applies to the deskphones with color display. The EC500 feature is on.
	The icon shown applies to the deskphones with color display. The Send All Calls feature is on.
	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.

Table continues...





Icon	Description
	Indicates that the user enabled the LNCC feature. User can control the number of concurrent incoming calls by using the Limit Number of Concurrent Calls (LNCC) feature that changes the Multiple Call Appearance deskphone to a Single Call Appearance deskphone. If the user receives an incoming call when the LNCC feature is active and the user is already on a call, the caller gets the busy tone.
	Indicates that the SLA Mon™ agent has taken control of the deskphone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates that the end to end call is secured.

Related links

- [Call history icons for 9608/9608G deskphones](#) on page 22
- [Call history icons for 9611G Deskphones](#) on page 23
- [Presence icons for 9608/9608G](#) on page 23
- [Presence icons for 9611G](#) on page 24
- [MLPP icons for 9608/9608G](#) on page 24
- [MLPP icons for 9611G](#) on page 25

Call history icons for 9608/9608G deskphones





The following icons indicate the types of calls.

Icon	Name	Description
	Missed call	Indicates that you did not answer the call or had forwarded the call to your voice mail.
	Answered call	Indicates that you have answered the call.
	Outgoing call	Indicates that you have made the call.
	Bridged call	Indicates the number of bridged calls.

Related links

- [Icons on the deskphone](#) on page 19








Call history icons for 9611G Deskphones

Icon	Description
	Missed call; indicates you did not answer this call or had forwarded the call to voice mail.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Indicates the number of bridged calls.

Related links

[Icons on the deskphone](#) on page 19








Presence icons for 9608/9608G

Icon	Name	Description
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away from the deskphone.
	Do not Disturb	User does not want to communicate.
	Out of Office/Offline	Out of Office: User is out from the office. Offline: User wants to appear invisible.
	Unknown	The presence status of the user is unknown or the deskphone is not registered.

Related links

[Icons on the deskphone](#) on page 19





Presence icons for 9611G

Icon	Name	Description
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away from the deskphone.
	Do not Disturb	User does not want to communicate.
	Out of Office/Offline	Out of Office: User is out from the office. Offline: User wants to appear invisible.
	Unknown	The presence status of the user is unknown or the deskphone is not registered.

Related links

[Icons on the deskphone](#) on page 19





MLPP icons for 9608/9608G

Icon	Name	Description
	Priority	Priority icon for a priority call.
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.
	Flash Override	Flash override icon for a priority call with highest precedence.

Related links

[Icons on the deskphone](#) on page 19

MLPP icons for 9611G

Icon	Name	Description
	Priority	Priority icon for a priority call.
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.
	Flash Override	Flash override icon for a priority call with highest precedence.

Related links

[Icons on the deskphone](#) on page 19

Feature table

Feature table

Use this table as a reference to standard feature names and their corresponding references. Depending on how your system is administered, not all features shown here may be available to you. For detailed information about a feature, see the corresponding topics.

Feature Name	Reference
Autodial	See the topic <i>Autodialing a pre-assigned number</i> for more information.
Auto Icom or Auto In	See the topic <i>Making an auto intercom call</i> for more information.
Auto Callback	See the topic <i>Setting up automatic call back</i> for more information.
BCA	See the topic <i>Bridge Call Appearance</i> for more information.
Busy Indicator	See the topic <i>Monitoring other extensions at a glance</i> for more information.
Call park	See the topic <i>Parking a call</i> for more information.
Call pickup	See the topic <i>Answering a call for a call pickup group member</i> for more information.
Call unparking	See the topic <i>Unparking a call</i> for more information.

Table continues...

Feature Name	Reference
Cfrwd or CFrwd	See the topic <i>About forwarding calls</i> for more information.
CFBDA	See the topic <i>Enabling call forwarding when your line is busy or you do not answer</i> for more information.
CPN Block	See the topic <i>Blocking your extension from displaying during calls</i> for more information.
CPN Unblock	See the topic <i>Displaying your extension on outgoing calls</i> for more information.
ECF	See the topic <i>Enhanced Call Forwarding feature</i> for more information.
Dial Icom	See the topic <i>Calling someone in your intercom group</i> for more information.
Dir Pickup	See the topic <i>Picking up a call to another extension</i> for more information.
EC500	See the topic <i>Activating EC500 for simultaneous ringing on multiple phones</i> for more information.
Exclusion	See the topic <i>Excluding others from bridging on to your call</i> for more information.
Extend Call	See the topic <i>Extending a call to your cell phone (EC500)</i> for more information.
Ext Pickup	See the topic <i>Picking up a call to another call pickup group</i> for more information.
Group page	See the topic <i>Initiating a group page</i> for more information.
HAC	See the topic <i>Configuring Hearing Aid Compatibility</i> for more information.
Hotline	See the topic <i>About Hotline</i> for more information.
Hunt Group Busy	See the topic <i>Hunt Group Busy</i> for more information.
LNCC	See the topic <i>Activating the LNCC feature</i> for more information.
MCT Act	See the topic <i>Tracing a malicious call</i> for more information.
Multiple Device Access	See the topics <i>Switching to another deskphone during an active call</i> and <i>Logging in to your deskphone</i> for more information.
Offline call log	See the topic <i>Logging in to your deskphone</i> for more information.
Presence	See the topic <i>Presence</i> for more information.

Table continues...

Feature Name	Reference
Priority Call	See the topic <i>Making a priority call</i> for more information.
SendAllCalls, SAC, or SAC with a third-party's extension, if applicable	See the topic <i>Activating Send All Calls</i> for more information.
SLA Mon™	See the topic <i>SLA Mon™ overview</i> for more information.
Team	See the topic <i>About Team Button</i> for more information.
Transfer to Voicemail	See the topic <i>Sending an active call to voicemail</i> for more information.
Whisper Act	See the topic <i>Interrupting a call with a whisper page</i> for more information.

Avaya Menu

You can use **Avaya Menu** to adjust and customize options and settings for your deskphone, access additional web-based applications, get information about your phone and network settings, log out, and use **Administration** menu.

 **Note:**

The menus and submenus that appear depend on how the administrator has configured your extension. Some options or submenus might not be available. Contact your system administrator if you have any questions.

- **Options & Settings**
- **Priority Call**
- **My Presence**
- **Browser**
- **Network Information**
- **Log Out**
- **Administration**
- **About Avaya**

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.

Priority Call lets you make a precedence call.

My Presence lets you change your presence status to Available, Busy, Away, Do Not Disturb, Out of Office, or Offline. You can also set the selection to automatic.

Browser contains additional web-based applications. If your administrator did not configure the browser option for your deskphone, your deskphone does not display the browser option.

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


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


Administration provides access to the administrative settings of the phone.


About Avaya provides the release number of your phone software.


Network information

Your system administrator might ask you to check the phone or network settings to investigate problems. You can get network information from the Avaya Menu. The monochrome icons are valid for 9608G IP Deskphones SIP and the colored icons for Avaya 9611G IP Deskphones SIP model.

The Low Network Quality icon  on the top line of the phone display indicates if an issue with the network might be affecting call quality. Navigate to the Network Information screen to view the related network information.

The Low Network Quality icon  on the top line of the 9611 phone display indicates if an issue with the network might be affecting call quality. Navigate to the Network Information screen to view the related network information.

An HD Sound Quality icon  on the top line of the phone display indicates that the call is using a wideband audio codec. Navigate to the Network Information screen to view the related network information.

An HD Sound Quality icon  on the top line of the phone display indicates that the call is using a good quality sound codec. Navigate to the Network Information screen to view the related network information.

Network Information has different screens for viewing the options: Audio parameters that include extended audio parameters for RTCP-XR, IP parameters, Quality of Service, Interfaces, 802.1X Parameters, Miscellaneous, and Diagnostics.

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

Administrative messages

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

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

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

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

Chapter 4: Operation

Handling incoming calls

Answering a call

About this task

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

 **Note:**

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

If you do not have the **Go to Phone Screen on Ringing** option enabled and if the phone does not display the Phone screen, incoming calls display on the top line of the screen. You can press the corresponding line button (LED) 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 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.

 **Note:**

To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

Answering an incoming precedence call

About this task

Use this procedure to answer an incoming precedence call. An alerting tone is played and precedence level is displayed at the receiving end. The precedence levels are categorized as:

- **FO**: Flash Override. Precedence level is highest.
- **FL**: Flash. Precedence level is higher than **IM**.
- **IM**: Immediate. Precedence level is higher than **PR**.
- **PR**: Priority. Precedence level is higher than a routine call.

Procedure

Do one of the following:

- Pick up the handset.
- Press **Speaker** or **Headset** button.

A Preempting Notification screen is displayed with a preempt tone if there are no available call appearance lines. You need to select **End Call** softkey to answer the precedence call.

Ignoring an incoming call

About this task

Use this procedure to turn off the ringer for an incoming call.

Procedure

From the Phone screen, press **Ignore**.

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.

4. Press **Resume**, **OK** button, or the line button of the held call to retrieve the call. Your system administrator might 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.

Muting a call

About this task

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

Procedure

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

 **Note:**

When you mute the call, the Mute button light is on and the top line displays the Mute icon.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as answering the call on a primary line. For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call. 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

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

Procedure

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

Answering an active call on a monitored extension

Procedure

1. Go to the Features screen.
2. Scroll to choose the monitored extension for which you want to answer the incoming call.
3. Press **Select** or press **OK** twice.

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 screen.
2. If necessary, scroll down to Extended Call Pickup and press **OK** or just press the corresponding line button.
3. Answer the call using the pickup number and then press **Enter** or **OK**.

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 gain access to the Features screen.
2. If necessary, scroll down to Directed Call Pickup and press **OK** or just press the corresponding line button.
3. Answer the call using the extension number and then press **Enter** or **OK**.

Answering a call for a call pickup group member

Procedure

1. From the Phone screen, gain access to the Features screen.
2. Scroll to **Call Pickup** and press **Select** or the corresponding line button.

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 gain access to the Features screen.
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.

Handling mid-call operations

Making an unattended transfer

About this task

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

Procedure

1. On an active call, press or tap the **Transfer** softkey.
The phone displays the Enter transfer destination screen.
2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
 - **Held Call**: Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
 - **History**: Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - **Contacts**: Displays the contacts list as an option and switches to the Select Transfer Method screen.

- **Cancel**: Terminates the call transfer.
- **More**: Displays more options related to call transfer.
- **Priority**: Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.

Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The phone displays the Select Transfer Method screen.

4. Select **Talk** softkey.
5. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

 **Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message *Return* next to the call.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

Making an attended transfer

About this task

An attended transfer is when you put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.

Procedure

1. On an active call, press or tap the **Transfer** softkey.
The phone displays the Enter transfer destination screen.
2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
 - **Held Call**: Displays the held call line appearances as an option and switches to the Select Transfer Method screen.
 - **History**: Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - **Contacts**: Displays the contacts list as an option and switches to the Select Transfer Method screen.
 - **Cancel**: Terminates the call transfer.

- **More:** Displays more options related to call transfer.
- **Priority:** Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.

Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The active call is put on hold, and the second call starts ringing. The call transfer-recipient answers the call.

4. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

 **Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message `Return` next to the call.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

Making a blind transfer

About this task

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

Before you begin

Ensure that the Blind Transfer feature is enabled by your administrator.

Procedure

1. On an active call, press or tap the **Transfer** softkey.
The phone displays the Enter transfer destination screen.
2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
 - **Held Call:** Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
 - **History:** Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - **Contacts:** Displays the contacts list as an option and switches to the Select Transfer Method screen.

- **Cancel**: Terminates the call transfer.
- **More**: Displays more options related to call transfer.
- **Priority**: Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.

Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The phone displays the Select Transfer Method screen.

4. To complete the transfer, press the **Now** softkey.

The phone transfers the call to the selected number.

 **Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message *Return* next to the call.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer. This feature is available only when Blind Transfer is disabled.

Excluding others from bridging on to 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.

Before you begin

The feature is available only if the administrator enables the option for your extension.

Procedure

1. Access the Features screen during an active call.
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 and the called party are dropped from the call.

Independent alerting for each bridged call appearance

You can configure a unique alerting option for each bridged call appearance on your deskphone if the administrator has enabled the Independent alerting feature for your extension.

The following four options are available:

- **On:** The deskphone plays a ringtone on an incoming call on the bridged appearance.
- **Off:** The deskphone does not play an alert ringtone on an incoming call on the bridged appearance.
- **Delayed:** The deskphone plays an alerting melody after a delay if you do not answer a call on the bridged appearance. Your administrator can configure the delay.
- **Abbreviated:** The deskphone plays a single beep to indicate a call on the bridged appearance.

 **Note:**

For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.

Transferring a call to a monitored deskphone

Before you begin

You must be on an active call.

About this task

Use this task to transfer an active call to a monitored deskphone. If the monitored deskphone has an active call redirection feature and you can override the feature, the monitored deskphone rings for 30 seconds. If no one answers the call during this time, the system redirects the call to the redirected number.

Procedure

1. Go to the Features screen.
2. Scroll to choose the monitored deskphone to which you want to transfer the active call and press **Select** or **OK**.

The system puts the active call on hold and rings the monitored deskphone.

3. To complete the transfer, perform one of the following actions:
 - Press the **Complete** softkey.
 - On-hook the handset.
 - Press the **Speaker** button.

Viewing the status of monitored stations

Procedure

1. Go to the Features screen.

2. Scroll to view the status of all the monitored stations.

 **Note:**

The Team button screen remains active till you close the screen.

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, gain access to the Features screen.
2. Press **OK** or the corresponding line button to choose **Call Park**.

A checkbox is selected and is displayed on screen.

Next steps

For answering a parked call from the parked extension, see [Unparking a call](#) on page 39.

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, gain access the Features screen.
2. Press **Select** or **OK** or the corresponding line button to choose **Call Unpark**.
3. Enter the original extension from which the call was parked.
4. Press **Enter** or **OK** to unpark the call.

Handling a call by using MDA

About this task

The phone supports Multiple Device Access (MDA) in which you can register up to 10 SIP devices with your extension. If you register to multiple devices with the same extension, you can switch between devices during an active call. The configuration is done on Avaya Aura[®] Session Manager.

This feature is only available in an Avaya Aura® environment.

Before you begin

Ensure that the system administrator activates the option for your extension.

Procedure

1. Answer or initiate a call from the first phone.
2. Press **Bridge** on the first phone to switch to the second phone.

The bridged call appears on the second MDA phone. However, limited service icon might appear briefly if your MDA phone joining the call has a different signalling mode address family. This will disappear automatically after the MDA phone joining the call switches and starts using the existing calls signalling mode address family.

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.

Handling outgoing calls

Making a call

About this task

If you are not on a call, dial the number you want to call. If you have earlier configured the dialing option 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 44 for information. Use the Phone screen to view and manage

calls. Press **Phone** to view the main Phone screen. When the phone displays the Phone screen, press **Phone** to move to the top of the call appearance list.

Procedure

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

If you are on a mute call, you can select an available call line appearance by using **Up** or **Down** arrows.

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 gain access to the Features screen.
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.

Precedence call

Making a priority call with precedence provides user with options to override other calls. There are five precedence level that you can choose. You can manually dial the extension number or select the extension from **Favorites**, **History**, or **Contacts**. The precedence level is valid for only one call session. The call precedence level are categorized under the following options and order:

- FO: Flash Override. Highest precedence.
- FL: Flash.
- IM: Immediate.
- PR: Priority.
- Routine: (Default) Lowest precedence. **Routine** is highlighted on the call session line if no call is made within five minutes.

You can initiate a precedence call from Busy Indicator and Bridged Appearance. Initiating a precedence call from WML browser and Team button is not supported.

Making a precedence call

There are five methods by which you can make a priority call:

- Dial plan configuration: Configuration is done on Local Session Controller (LSC) or Enterprise Session Controller (ESC) with Feature Access Code (FAC).
- **Priority** softkey: Visible only when it is configured with the appropriate system parameter.
- **Main Menu**.
- **Priority Call** icon. Applicable only for touch phones.
- **Settings** menu.

Making a precedence call by using Priority softkey

Before you begin

Ensure that the **Priority** softkey is enabled by your administrator.

Procedure

1. Press **Priority** softkey on the idle line appearance.
2. Select the precedence level on the Precedence Selection screen.
3. Dial the extension manually.

You can also select **redial** softkey or **autodial** from the System Number screen.

Making a precedence call by using Avaya Menu

Procedure

1. Press **Avaya Menu** button.
2. Select **Priority Call**.
3. Select the precedence level from the Precedence Selection screen.
4. Select the extension from **Contacts** or **History** screen.

Making a precedence call by using dial plan configuration

About this task

Use this procedure to make call with precedence level by manually dialing the extension number.

Before you begin

Ensure that dial plan is configured on Local Session Controller or Enterprise Session Controller with Feature Access Code (FAC).

Procedure

1. Lift the handset, press **Speaker** or **Headset** (if applicable), or select a line button for an available line.
2. Dial the FAC followed by the extension number.

Making an emergency call

About this task

If your administrator configured emergency calling for your phone, the Phone screen displays the **Emerg** softkey to dial a preset emergency services number.

 **Note:**

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

 **Important:**

During phone failover, when the phone switches between system servers due to a system failure, the **Emerg** softkey might not be available until your phone connects to an alternate server. This process might take a few seconds.

Procedure

1. On the Phone screen, press **Emerg**.
2. Press **Yes** when the phone displays a prompt.

Some call servers 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 **End Call**.

Redialing a number

Procedure

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

The phone redials the last number or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information on redial settings, see [Setting Redial Options](#) on page 78.

 **Note:**

The phone clears the last number dialed and redial list if you clear the Outgoing Call Log. Also, the redial softkey disappears.

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

Your system administrator can disable Redial functionality.

Speed dialing a person

Procedure

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call. 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 80.

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 till you gain access to the System Numbers menu.

To assign labels to or edit labels for your Autodial numbers, see [Assigning labels to auto-dial numbers](#) on page 65.

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

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

About this task

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

Calling a person from the contacts list

About this task

Use this procedure to call any contact from the contacts list.

Procedure

1. Press **Contacts**.
2. Select the person or number that you want to call.
3. Find the contact that you want to call by typing the name of the person as listed.

For example, if you added John Smith to your contacts List as “Smith, John”, start typing the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.

4. Press **Call** or **OK**.

Making a call using URI dialing

Before you begin

Ensure that you have the URI of the extension number and Edit dialing feature enabled.

Procedure

1. Enter the number that you want to call.
 - a. Press the **Bksp** softkey to delete the characters you have entered.
 - b. Press the **ABC**, **abc**, or **123** softkey to change between the input methods.
2. Enter the complete URI that you want to call.
3. Press the **Call** softkey to make the call.

Making a call using a Click to dial link

About this task

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

Procedure

1. Select the line with the link for the person or number you want to call.
2. Press the line button corresponding to the line with the link or press **OK**.

Result

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

Calling a person from the call history

Procedure

1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all calls, missed, or 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.

Dialing an E.164 number

About this task

E.164 is a standard format of international public telephone numbering. An E.164 number can have up to 15 digits and is preceded by a plus sign (+). Use the following procedure to dial an E.164 number.

Procedure

1. Press asterisk (*) twice.

If you are using the **SPEAKER**, the **HEADSET**, or the call appearance line, the deskphone displays the plus sign (+) softkey on the screen.
2. Dial the number that you want to call.

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 screen.
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.

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 screen.
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.

Initiating a group page

About this task

Using the Group Paging feature, you can make a call to a group of users that your system administrator has set up for you. A group page supports only one-way audio. That is, when you initiate a group page, only you can speak. When you initiate a group page, the page continues till you end it. However, the participants can drop out from the page individually.

To initiate a group page, you must know the group pilot number of the group that you are trying to send a page to. To know about the group pilot number, contact your system administrator.

Procedure

1. Dial the group pilot number.
The extensions in the group that you are calling auto answer the page.
2. Wait for seven seconds before you speak as the deskphone requires that time to allow audio path.
3. Press **End Call** to stop paging.

Making an outgoing call on a bridged line

About this task

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

Procedure

1. Select the bridged line you want to use.
2. Press **OK** or select the corresponding call appearance to get a dial tone.
3. Dial the phone number, or call the person from the Contacts list, or call the person from the History list.

Speed dialing to a monitored extension

About this task

Use this task to make a call to a monitored deskphone. Ensure that the monitored deskphone to which you make the call is in an idle state. If the monitored deskphone has an active call redirection feature and you can override the feature, the monitored deskphone rings for 30 seconds. If no one answers the call during this time, the system redirects the call to the redirected number.

Procedure

1. Go to the Features screen.
2. Scroll to choose the monitored deskphone that you want to call.
3. Press **Select** or press **OK** twice.

Result

The deskphone makes a call to the monitored extension.

Handling Conference

Using the conference feature

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

Adding a person to an active call

About this task

Use this task to set up a conference call and add participants to the conference call.

Before you begin

You must be on a call.

Procedure

1. From the Phone screen, select your active call.
2. Press **Conf**.
The active call goes on hold.
3. Dial the telephone number, or call the person from the contacts list or the History list.
4. Press **Join** when the person answers the call.
5. To add another person, press **Add** and repeat Steps 3 to 4.

Adding a person on hold to a conference call

Procedure

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

Putting a conference call on hold

About this task

Use this procedure to put a conference call on hold, while the other parties can talk to each other.

Procedure

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

Dropping the last participant from a conference call

About this task

Use the following procedure to drop the last participant added to the conference call. Once you drop the last added participant, you cannot use the procedure to drop other participants. The deskphone plays an error tone if you try to use the drop method again. If you add another participant after dropping the last added participant, you can use the drop method again to drop this participant.

Procedure

1. From the Phone screen, select your active call.
2. Press **Drop** once the conference is up.

The deskphone drops the last added person from the conference.

Viewing the details for a conference

About this task

Note:

Depending on which server your extension is configured in, you might not be able to see the details of a conference. If you are not able to view the details of a conference, contact your system administrator.

Procedure

1. On the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contact list, or call the person from the History 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.
6. Press **Details** button to access the details on the participants.

Handling Contacts

Using the contacts feature

You can save up to 250 names and up to 6 telephone numbers for each name. When you press the **Contacts** button, the phone activates the Contacts search mode automatically.

 **Note:**

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

Adding a new contact

About this task

You can add up to six distinct numbers for a contact. For a work extension, selecting **Track Presence** allows you to track the contact's presence, for example, Available, Busy, Away, Do Not Disturb, Out of Office or Offline. You need to create a new contact to track presence if the work extension of the contact is changed.

Track Presence option is only available if the user or extension is configured for it.

Procedure

1. Press **Contacts > New**.
2. 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 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.

3. Choose **Yes** in the **Track Presence** field to know the presence information for this contact. If the presence information is available for this person, the deskphone displays the presence icon next to this name of the contact on the Phone screen or the Contact screen.
4. Scroll to the next field.
5. Enter the number.

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

6. Press **More > Primary** if applicable.

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

 **Note:**

When adding a contact number, you must use your enterprise phone number as the Primary number as this number is utilized for presence indication.

7. Scroll to the next field and choose the type of number that you entered: Work, Home, Mobile.
8. If you have another number for this contact, select the next field and repeat Step 5 to Step 6.

You can add up to five additional numbers for this contact, but you can designate only one number as primary.
9. Press **Save**.

Editing a contact

Procedure

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More > Edit** or **Details > Edit**.
4. Choose the field you want to edit.
5. Use the dial pad and softkeys to change the contact information.
6. Press **Save**.

Searching for a contact

About this task

Use this task to search for a contact that already exist in your contacts list.

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 deskphone displays entries starting with D, E, or F depending on the names of contacts that you might have in the contacts list that start with any of these letters. With each successive dialpad key press, the deskphone displays the matching entries.

Procedure

1. Press **CONTACTS**.
2. Use the dialpad to type the name that you want to search.

If you set up your contacts in the Last Name and First Name format, type the letters of the last name. If you have set up your contacts using a different format, type the most likely letters that matches the contact that you want to find.

3. When the deskphone displays the required match, you can perform any of the following actions:
 - To call the contact, press **Call**.
 - To edit the contact information, press **More > Edit**.

Next steps

If your administrator has set up a corporate contact list or database, you can extend a search. For information, see [Extended searching](#) on page 53.

Extended searching

About this task

If your system administrator has set up a corporate contact list or database and has made the extended searching feature available, you can make a call to other users in your system by name.

Procedure

1. Press **Contacts**.
2. Press **More > Search**.
3. Use the dialpad keys to enter all or part of the first and last name of the person that you want to call.
4. Press **Search** to start the search.

5. If the search displays the name and number of the person that you want to call, select the line on which the name appears, and select an appropriate softkey from the following softkeys:
 - **Call**: To dial the number of the selected person.
 - **Details**: To see detailed information about the selected person.
 - **Cancel**: To return to the Search screen.
6. If the search does not locate the person that you are searching, press **Cancel**, and use this procedure to perform a different search. For example, if you entered a partial first and last name, enter the name in its entirety and search again.

Viewing the details for a contact

Procedure

1. Press **Contacts**.
2. Select the contact that 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.

Assigning specific ring tone to a contact

You can configure the ringtone that your deskphone plays when your deskphone receives a call from a contact in your local phone book. Hence, when you receive an incoming call, you can identify the caller based on the ringer that your deskphone plays. If you have not specified a ringtone for a contact, the deskphone plays the default ringtone.

Procedure

1. Press **CONTACTS**.
2. Select the contact for which you want to assign a ring tone, and press **Details**.
3. Press **Edit**.
4. Scroll to **Ringer**.
5. Press **OK**.
6. Use the Up and Down navigation keys to choose the ring tone of your choice and press **OK**.
7. Press **Back**.
8. Press **Save**.

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.

Accessing Exchange contacts

About this task

You can now access and download your Calendar contacts to your phone using your exchange credentials. You can synchronize up to 50 MS Exchange contacts to your phone. These contacts are available under the new screen **Exchange Contacts**. Presence information is available only for your local contacts.

You can access your local PPM contacts in the **Local Contacts** screen and add the Exchange contacts to PPM. If you have a greater number of PPM contacts, the phone will respond slower while the contacts are loaded.

Note:

Ensure that the system administrator has configured your extension for this feature.



Using the **Exchange Contacts** feature, you can perform the following actions on your *Outlook* contacts from your Deskphone:

- View the contacts.
- Search for a particular contact.
- Call a contact.
- View the details of a contact.
- Copy a contact to your local contacts.

You can not edit or delete an **Exchange contact** from your Deskphone. You must copy the contact to your local contacts before you modify any details of that contact.

Before using this feature, you must first enter your Exchange server credentials.

Procedure

1. Press **Contacts**.
2. Press the **More** softkey twice and then press the **Exchange**  or  softkey.
3. To copy a contact from the Exchange server to the contacts list, press **+Local**.
4. On the Contact Edit screen, specify the name, telephone numbers, and telephone types for the contact.

5. Press **Save**.

Handling Presence

Presence

If your administrator enabled the presence feature for your deskphone, the deskphone displays your presence information on the top line. With the Presence feature, you can:

- Track the presence information of a contact for whom you set the **Track Presence** option to **Yes**. You can turn on the **Track Presence** option for a contact while adding a contact or editing the contact details. For more information about adding and editing a contact, see the chapter *Using the contacts feature*.
- Manually change your presence status.

You can use the Track Presence feature to view presence information of users in your Contacts list. With the Track Presence feature, you can see whether the person you want to get in touch with is available or not, and receive an indication of when that person is available to receive a call. In addition, when you are on a call, other users can see that you are busy and can call you later, or contact you using another method.

Viewing contact presence status

Procedure

1. Press **Contacts**.
2. Scroll to the required contact.

The deskphone displays presence icon for the contact to show the status.

Changing the presence status

About this task

The deskphone displays your presence status on the top line that you can change manually.

Procedure

1. Press **Home**.
2. Press **Select** to select **My Presence**.
3. Scroll and press **Select** to choose any of the following options:
 - **Automatic**: To let the deskphone manage the presence state.

- **Available:** To show you are available and open for communication.
 - **Busy:** To show you are busy.
 - **Away:** To show you are away from the deskphone.
 - **Do not Disturb:** To show you are not open for communication.
 - **Out of Office:** To show you are out of office.
 - **Offline:** To appear invisible. The deskphone continues to keep the presence subscriptions with the Presence Server. The deskphone also keeps receiving notifications for the contacts for whom the deskphone subscribed to watch.
4. Press **Save**.

Enabling SAC when DND is active

About this task

Perform the following procedure to activate the Send All Calls (SAC) feature to redirect calls to the redirection number when you have manually set the presence status to Do Not Disturb (DND). This feature is available only if your administrator configured it for you.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Advanced Options > Presence Integration**.
3. Select **DND affects SAC** and change the value to **Yes**.
4. Press **Save**.

Enabling Away Timer

About this task

Perform the following procedure for the deskphone to automatically update the presence status to Away after a predefined time.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Advanced Options > Presence Integration**.
3. Select **Away Timer** and change the value to **On**.
4. Select **Away Timer Value**.
5. Enter the time in minutes. You can enter any value in the range of 5 to 999.

6. Press **Save**.

Handling Call History

Call History

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

 **Note:**

The phone displays the caller number only if available.

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

If your administrator configured the Busy Station Call Log feature, the deskphone saves all incoming calls that get a busy treatment in the call log. An incoming call gets a busy treatment when:

- All your call appearances are busy and you get an incoming call.
- Your LNCC feature is active and you get an incoming call while you are already on an active call.
- The Restrict Last Appearance parameter is set to yes and you get an incoming call when all but one of your call appearances are busy. The Restrict Last Appearance parameter, if set to Yes, sets the last available call appearance to originating calls only. This setting enables transfer of any of the active calls to another call appearance. If this parameter is set to No, then all call appearances might be occupied for incoming calls and you cannot transfer any of the active calls.

The deskphone displays these calls as Missed calls in the call log. The deskphone also lights up the History LED and shows the missed calls on the top line.

Viewing the call history

Procedure

1. Press **History**.

You can go to the top of the list by pressing **History** again.

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

 **Note:**

When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with the call information.

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

Viewing call history details

Procedure

1. Press **History**.
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 history](#) on page 60.

4. To return to the list view, press **Back**.

Adding an entry from the call history to your contacts list

Procedure

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

Removing an entry from call history

Procedure

1. Press **History**.
2. Select the number you want to delete.
3. Press **More**, and then press **Delete**.
4. Press **Yes** to confirm the deletion.

Clearing all call history entries

About this task

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

Procedure

1. Press **History**.
2. Press **Clear All**.
3. Press **Yes** or **OK** to confirm.

Turning off call history

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

Procedure

1. Select **Options & Settings > Application Settings**.
2. To select the type of call history logging that you want to turn off, perform one of the following actions:
 - To turn off logging your calls, select **History**.
 - To turn off logging the bridged lines, select **Log Bridged Calls**.
3. Press **Change** or **OK** to turn call history logging on or off.
4. Press **Save**.

Handling Calendar

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.

Reviewing your appointments

About this task

Use this task to view your calendar appointments on your deskphone.

Procedure

1. On the Phone screen, scroll to choose **Calendar**.

The phone displays the appointments in the start-time order.

2. Perform one of the following actions:

- To move backward or forward from one appointment to another, press **Prev** or **Next**.
- To call the person with whom you have the appointment, press **Call**.

 **Note:**

The number of the person whom you want to call must be present on the Appointment Detail.

- To update the calendar with any new appointments that you have set up on your calendar, press **More > Refresh**.
- If you pressed **More** and want to re-display the previous set of softkeys, press **More** again.
- To exit the calendar and return to the Phone screen, press **More > Exit**.

Calendar appointment reminders

About this task

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

Procedure

When you get a reminder, perform one of the following actions:

- To ignore the reminder now, but to be reminded after the snooze period, press **Snooze**.
- To ignore the reminder completely, press **Dismiss**.

Chapter 5: Customization

Customizing Features

Features

This topic describes the special features of your phone. Your administrator might have set up your phone with the features and the call appearances on one screen. The Features screen gives you access to advanced telephony features, such as 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 such as Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features screen. The Forward menu also lists the forwarding features. The features that are available depend on what your administrator has assigned to your phone.

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


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

Accessing the Features screen

About this task

Use this task to gain access to the **Features** screen.

The option on the **Features** screen display one of the following icons:

- The icon: Indicates the feature is available.
- The icon: Indicates the feature is activated.
- The  icon: 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.

Procedure

1. On the Phone screen, use the right navigation button to gain access to the **Features** screen.
To return to the main Phone screen, press **Phone** or scroll to the left.
2. Scroll down to see the features that have been administered for your extension.

Using bridged call appearances

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

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, gain access to the System Numbers menu.
2. 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.
3. To call a monitored extension, scroll to the applicable line and press the line or OK button associated with that extension.

SLA Mon™

SLA Mon™ technology is a patented Avaya technology embedded in Avaya products to facilitate advanced diagnostics. The phones support SLA Mon™ agent which works with Avaya Diagnostic Server (ADS). SLA Mon™ server controls the SLA Mon™ agents to execute advanced diagnostic functions, such as:

- Endpoint Diagnostics
 - The ability to remotely control IP phones, to assist end users with IP phone configuration and troubleshooting.
 - The ability to remotely generate single and bulk test calls between IP phones.

- The ability to remotely execute limited packet captures on IP phones to troubleshoot and diagnose IP phone network traffic.
- Network Monitoring
 - The ability to monitor multiple network segments for performance in terms of packet loss, jitter, and delay.
 - The ability to monitor hop-by-hop QoS markings for voice and video traffic.

Long-term acoustic exposure protection

9600 Series IP Deskphones have the long-term acoustic exposure protection, to protect the ears of the users from the acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. In a dynamic setting, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:

Only L100 Series Headsets with RJ9 connector supports long-term acoustic exposure protection, when the headset profile is set to Profile1.

Related links

[Configuring Long term acoustic exposure protection](#) on page 64

Configuring Long term acoustic exposure protection

About this task

Use this procedure to configure the long-term acoustic exposure protection feature for your headset to protect from the acoustic exposure.

Before you begin

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

Procedure

1. Press **Avaya Menu**.
2. Scroll to **Options & Settings**, and press **Select**.
3. Scroll to **Advanced Options**, and press **Select**.
4. Scroll to **Long Term Acoustic Exposure Protection**, and press **Select**.
5. Choose one of the following and press **Select**:
 - **Default**
 - **Off**

- **Dynamic**
- **8 hours**
- **4 hours**

Related links

[Long-term acoustic exposure protection](#) on page 64

Assigning labels to auto-dial 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**.
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. Gain access to the Features screen when you get a busy signal from the extension that you called.
2. Scroll to **Auto Callback**.
3. Press **OK** or press the corresponding line button.

When you hang up the callback call, the feature deactivates automatically.

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 screen.
2. Select **CPN Block**.

To stop calling party number blocking, see [Displaying your extension on outgoing calls](#) on page 66.

3. Enter the extension number you do not want the called party to see.
4. 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 screen.
2. Select **CPN Unblock**.

To set up calling party number blocking, see [Blocking your extension from displaying during calls](#) on page 66.

3. Enter your extension number.
4. Press **Enter** or **OK** to stop calling party number blocking.

Setting mute alert

About this task

You can use the mute alert feature to get an alert if you start to speak while you have put your phone on mute. You can select any of the following alerts:

- Audible: If you put a call on mute and start speaking, the deskphone produces a beep after 15 seconds to notify that you have muted your phone.
- Visual: If you put a call on mute and start speaking, the phones displays the `Phone on mute` message after 15 seconds on the phone status line.

- **Both:** Combines the actions and options of both audible and visual alerting.

If the mute alert feature is active and you put a call on mute, the phone displays the `Mute Alert` on status on one of the call appearance lines. You can press the line to deactivate the mute alert feature.

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 **Mute Alerting**.
7. Press **Change** or **OK** to toggle between the choices: None, Audible, Visible, and Both.
8. Press **Save**.

Setting up enhanced call pickup alerting

About this task

Use this feature to configure audible and visual alert when an incoming call to someone in your corresponding call pickup group is ringing.

Procedure

1. Press **Home**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Scroll to **Call Pickup Ring Type**.
6. Press **Select** or **OK**.
7. Select the ring tone using the navigation keys.
8. To set the type of alerts for call pickup, select **Call Pickup Indication**.
9. Select the call pickup indication type using the right or left navigation keys or press **Change** softkey.
10. Press **Save**.

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.

Activating the LNCC feature


About this task

If you are on a call and do not want to be disturbed from subsequent incoming calls, you can use the Limit Number of Concurrent Calls (LNCC) feature. The LNCC feature controls the number of concurrent incoming calls. If you get an incoming call when your LNCC feature is active and you are already on an active call, the caller gets the busy tone. Thus, the caller does not wrongly assume that you are not at the desk when you do not answer the call or the call is sent to a coverage. If the Busy Station Call Log feature is enabled, the deskphone saves this incoming call as a missed call in the call log.

If you activated the Limit Number of Concurrent Calls (LNCC) feature in the edit dialing mode, and you start dialing a number when at the same time your deskphone receives a call, the deskphone presents this call to you instead of logging the call.

Procedure

1. Gain access to the Features screen.
2. Scroll to select **LimitInCalls**.
3. Press **Select** or the corresponding line button to activate the feature.

The deskphone displays the confirmation screen with the message `Limit Concurrent Incoming Calls` and an LNCC icon  on the top line of the Phone screen.

4. To remove the confirmation screen, press the **OK** softkey.

You can also remove the confirmation screen by jumping to a different screen using deskphone buttons such as Contacts, History, or Home.

Deactivating the LNCC feature

Procedure

1. Gain access to the Features screen.
2. Scroll to choose **LimitInCalls**.
3. Press **Select** or the corresponding line button to deactivate the feature.

Result

The deskphone deactivates the Limit Number of Concurrent Calls (LNCC) feature and removes the LNCC icon from the top line.

Visual alert for an encrypted call

While using your deskphone, you can now see whether an incoming or an outgoing call is encrypted. The secure status is indicated by the secure icon, a padlock, on the active call appearance.

Note:

The secure icon appears only if a two-party call is encrypted. For 9608/9608G deskphones, even if you have set the screen width of your deskphone to half, the deskphone shows the secure icon.

Activating EC500 for simultaneous ringing on multiple phones

About this task

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

Procedure

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

Extending a call to your cell phone (EC500)

About this task

You can use the Extend Call feature to receive a call that is active on your office deskphone on your mobile phone. The Extend Call feature uses EC500 Extension to Cellular. You to transfer an office call to your mobile phone and move away from your desk. This feature is programmed by your system administrator.

Note:

Only your administrator can set the destination mobile number.

Procedure

1. During an active call, gain access to the Features screen.
2. Scroll to **Extend Call** , and press **OK** to forward the call to your mobile phone.
3. Answer the call on your cell phone.

The call remains active on your deskphone, so you can switch back to your deskphone at any time.

Retrieving a voice message

About this task

Use this procedure to listen to your voicemail messages. The **Message** button and the Message Wait Indicator at the upper right corner of the phone lights to indicate that you have a voice message.

Before you begin

- Ensure that the system administrator configures the voicemail for your extension.
- Obtain the user ID and password of your voicemail from your system administrator.

Procedure

1. To log in to your voicemail, press the **Message** button.
2. Follow the voice prompts to playback your voice messages.

About Hotline

You can use the Hotline feature to dial a preconfigured number that your system administrator has already set for you.

To dial the hotline number, lift your handset, or press **SPEAKER**. Alternatively, if you are using a headset, press **HEADSET**. The deskphone automatically dials the number that your system administrator has configured for you.

About Team Button

If the administrator configured the Team Button feature for your deskphone, you can monitor another deskphone to:

- See if the monitored deskphone redirects calls to another deskphone.
- See if the monitored deskphone has an active call.
- Answer any of the calls that are ringing on the monitored deskphone.
- Make a speed dial call to the monitored deskphone by pressing the Team Button softkey when the monitored deskphone does not have an active call.
- Transfer an active call to the monitored deskphone by pressing the Team Button softkey.





The call redirection feature, SAC, CFWD, or ECF, might be active on the monitored deskphone. The monitoring deskphone can override call redirection when speed dialing or transferring an active call to the monitored deskphone. The override feature ensures that the call made to the monitored deskphone rings on the monitored deskphone and is not routed to the redirected number.

To override call redirection, the administrator must configure on SMGR:

- The monitored deskphone setting that enables the monitoring deskphone to override call redirection directly or through a choice provided to the user
- The monitoring deskphone setting that enables the deskphone to override the call redirection feature that is active on a monitored deskphone

For more information to set the overriding permission on SMGR, see *Administering Avaya Aura® System Manager*.





The following table shows different icons of the Team Button feature for the 9611G IP deskphone.

Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

The following table shows different icons of the Team Button feature for 9608/9608G deskphones.

Icon	Indication
------	------------

Table continues...

	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

Browser

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

Gain access to the browser through **Avaya Menu**. If you do not see the **Browser** option on Avaya Menu, Web applications must be available for your deskphone.

Using the WML browser

Procedure

1. Press **Home**.
2. Scroll to **Browser**.
3. Press **Select** or **OK**.

The WML browser opens the home page.

4. Scroll to the link that you want to view.
5. Press **OK** to open the link.
6. Perform any of the following actions:
 - To stop loading the current page, press **Cancel**.
 - To reload the current page, press **Refresh**.
 - To open the home page, press **Home**.
 - To close the browser, press **PHONE**.
 - To edit a text in an application, use the right side call appearance buttons.

Hunt Group Busy

Using the Hunt Group Busy feature, users can opt-in or opt-out of the calls specific to the hunt group. A hunt group is a collection of users who handle similar types of calls. A user can be a part of multiple hunt groups.

The Features screen displays the **Hunt Group Busy** buttons. Each **Hunt Group Busy** button corresponds to a specific hunt group. The **Hunt Group Busy** button label includes a unique four-digit index for each group.

Using Hunt Group Busy

About this task

Use the **Hunt Group Busy** buttons on the Features screen, to stop or start receiving calls from a particular hunt group.

Procedure

1. To stop receiving calls from a particular hunt group, tap the corresponding **Hunt Group Busy** button.
2. To turn off the Hunt Group Busy feature for a particular hunt group and start receiving calls, tap the corresponding **Hunt Group Busy** button.

About forwarding calls

You can forward your incoming calls to another number or to voice mail. When the Forward button light is on, one or more of the forwarding features are active. The forwarding features available on your phone depend on the options your administrator has set. For more information about the options available on your extension, contact your administrator.

Activating Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

Pressing **Send All** turns Send All Calls on. If it is already on, pressing **Send All** turns it off.

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

If you enabled the DND affects SAC option, the deskphone activates the SAC feature when you manually change the presence status to DND.

Note:

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

Procedure

1. Gain access to the Features screen.
2. Scroll to choose **Send All Calls**.
3. Press **Select** or the corresponding line button to activate the feature.

Activating call forwarding

About this task

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

Procedure

1. Gain access to the Features screen.
2. Scroll to choose **Call Forward**.
3. Press **Select** or the corresponding line button.
4. Enter the destination number to which you want to forward your calls.
5. Press **Enter**.

 **Note:**

You can view the call originator when the call forwarding chain has two or more participants. This feature works if your administrator has configured the related parameter.

Disabling call forwarding

About this task

Use this task to turn off any call forwarding feature that you activated.

Procedure

1. Press the right navigation button to gain access to the Features screen.
2. Select the active call forwarding feature that you want to turn off.
3. Press **OK** or the line button on which the call forwarding feature appears.

Enabling call forwarding when your line is busy or you do not answer

About this task

Use this task to set a number to which your calls are forwarded when your line is busy or when you do not answer a call. You must enter the telephone number where the calls are forwarded each time you enable this feature.

Procedure

1. From the Phone Screen, gain access to the Features screen.
2. Press **Select** to choose **Call Fwd Busy/No Ans**.
3. Enter the number to which you want to forward your calls.
4. Press **Enter** or **OK** button to turn call forwarding off if it is already on.

Setting rules for enhanced call forwarding

About this task

You can use this feature to forward the incoming calls on your deskphone to various destination numbers based on call type and call state.

Procedure

1. From the feature list, select **Enhanced Call Forward**.
The deskphone displays a list of enhanced call forwarding rules.
2. Select the required rules from the following list, and enter the corresponding numbers.
 - Forward all calls:
 - Internal [Enter Number]
 - External [Enter Number]
 - Forward when busy:
 - Internal [Enter Number]
 - External [Enter Number]
 - Forward when no answer:
 - Internal [Enter Number]
 - External [Enter Number]

If you have configured a number for any of the rules, the deskphone displays that number in place of the text Enter Number.

3. Press **Save** to save the destination number.
4. Perform one of the following actions:
 - To activate forwarding for a rule, press **Turn on** for that rule.
 - To activate forwarding for all the rules, press **All on**.

Editing a rule

Procedure

1. Access the **Enhanced Call Forward feature** from the **Features** screen.
2. Select the rule that you want to edit and press **Edit**.
3. Enter the destination number using the numeric keypad.
4. Press **Save**.

Turning off a rule

Procedure

1. Access the **Enhanced Call Forward feature** from the Features screen.
2. Select the rule that you want to turn off.
3. Press **Turn off**.
4. To turn off all the active rules, press **All off**.
5. Press **Exit**.

Customizing Settings

Options & Settings

The **Options & Settings** menu contains the following submenus:

- **Call Settings**
- **Assign Speed Dial Entries**
- **Assign Favorites Entries**
- **Application Settings**
- **Screen & Sound Options**
- **Language & Region**
- **Advanced Options**

The **Call Settings** menu includes choices for automatically displaying the Phone screen when, you get an incoming call, when you place a call, 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 10 contacts. When you a press a single digit key and keep the key depressed for a short duration, the phone initiates a call to that person. See [Setting up speed dialing](#) on page 80 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 80 for more information.

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

Screen & Sound options includes choices for adjusting brightness and contrast, ring pattern, background, button clicks, error tones, text size and phone screen width.

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

The **Advanced Options** menu includes choices for integrating other applications such as Microsoft® Exchange Server with your phone.

You can also set AGC (Automatic Gain Control) for your headset, handset, and the speaker audio.

Displaying the Phone screen on dialing

About this task

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

Procedure

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

Displaying the Phone screen on receiving a call

About this task

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

Procedure

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

Setting redial options

About this task

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

Procedure

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

Configuring visual alerts

About this task

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

Procedure

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

Setting the audio path

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

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Setting > Call Settings > Audio Path**.
3. Press **Change** to select **Headset** or **Speaker**.
4. Press **Save**.

Setting dialing options

About this task

Your phone has the following two dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- You can use the edit dialing feature. If you set this feature, you can enter all or part of the number, use backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

If you activated the Limit Number of Concurrent Calls (LNCC) feature in the edit dialing mode, and you start dialing a number when at the same time your deskphone receives a call, the deskphone presents this call as a missed call.

Procedure

1. Press **Avaya Home**.
2. Press **Select** to select **Options & Settings > Call Settings > Dialing options**.

3. Press **Change** to select **On-hook** or **Editable**.

When on-hook dialing is in effect, dialpad (edit dial) searches are not available. During an active call when you select the second line appearance, the first line appearance goes on hold and the **Editable** mode is disabled irrespective of your **Dialing options** setting.

4. Press **Save**.

Toggling name and number

About this task

Use this procedure to display either caller name or caller number if the caller name is too long to fit on the deskphone screen.

Procedure

1. Press **Avaya Home**.
2. Press **Select** > **Options & Settings** > **Call Settings** > **Toggle Name/Number**.
3. Press **Change** to select **On** or **Off**.
4. Press **Save**.

Setting up speed dialing

About this task

Use this task to assign speed dial numbers to your contacts. You can assign speed dial numbers to up to 10 contacts.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Assign Speed Dial Entries**.
3. Scroll and press **Assign** to select the required unassigned line.
4. Press **Select** to select the number that you want to assign.

Setting up favorites

About this task

Use this task to create a list of favorite contacts or features for quick access. You can include up to nine favorite items in the favorite list.

Procedure

1. Press **Avaya Home**.

2. Press **Select** > **Options & Settings** > **Assign Favorites Entries**.
3. Press **Contacts** or **Features** to select and set the favorites .

Personalizing labels

About this task

You can change the labels that the phone displays for your extensions, features, and the system numbers or speed dial buttons. For example, you can change the label for your extension to *My Line*. If you have a button module attached to your deskphone, you can change any of those labels. For example, you can change a Help Desk extension to read *Help Desk*.

Procedure

1. Press **Home**.

 **Note:**

To edit a label on an attached Avaya SBM24 Button Module, press the **Edit** button on the module and proceed to Step 10.

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 down past your call appearances, and select the feature you want to edit. If the label you want to edit is on the **System Numbers** menu, scroll to right and select the system number label you want to personalize.

9. Press **Edit**.
 10. Type a new label without any comma (,).
- Press **More** then **Clear** to clear all text fields and start again.
11. Press **Save** or **OK**.
 12. **(Optional)** To revert to the default button labels, select **Home** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels**.
 - a. Press **Select**.
 - b. Press **Default**.

Adjusting the brightness or contrast of the display

About this task

Use this task to adjust the brightness and contrast of deskphone screen or button module as applicable. 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 a deskphone with a colored display.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options**.
3. Press **Brightness** or **Contrast**.
4. Select Phone or an attached button module as applicable.
5. Use the arrow keys to increase or decrease the brightness or contrast.
6. Press **Save**.

Setting the text size

About this task

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

Before you begin

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

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Text Size**.
3. Press **Change** to select one of the following:
 - **Normal**: To set the default text size.
 - **Large**: To set the large text size.
4. Press **Save**.

Setting a ring tone for incoming forwarded calls

About this task

Use this task to specify the ring tone that you want to hear for incoming calls that are forwarded to your deskphone. You can hear the ring tone that you specified for the:

- Caller.
- First deskphone that forwarded the call.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Fwd Ring**.
3. Press **Change** to select one of the following:
 - **Caller**: To hear the ring tone that you specified for the caller.
 - **Forwarder**: To hear the ring tone that you specified for the first deskphone that forwarded the call.
4. Press **Save**.

Setting a ring tone for your deskphone

About this task

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

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Personalized Ringing**.
3. Press **Change** to select the required ring tone.
4. Press **Save**.

Setting a ring tone for Team Button

About this task

Use this task to set a ring tone for deskphones that you monitor.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Team Button Ring Type**.

3. Press **Change** to select the required ring tone.
4. Press **Save**.

Assigning ring tone to a monitored station

About this task

Use this task to set a ring tone for a specific monitored station.

Procedure

1. Press **Home**.
2. Select **Options & Settings > Screen & Sound Options > Team Button Ring Type**.
3. Scroll through the list to select the monitored deskphone.
4. Select the required ring tone from the list and press **Save**.

Setting an alert for a call pickup group

About this task

Use this task to set a call pickup group alert on your deskphone. The call pickup group alert provides a visual or an audio alert on your deskphone when a member in your call pickup group gets a call.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Pickup Indication**.
3. Press **Change** to select one of the following:
 - **Audible**: Provides an audio alert.
 - **Visual**: Provides a visual alert.
 - **Both**: Provides both audio alert and visual alert.
 - **None**: Provides no call pickup alert.
4. Press **Save**.

Setting a ring tone for a call pickup group

About this task

Use this task to select a ring tone for an audio alert on your deskphone for a call pickup group.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Pickup Ring Type**.
3. Press **Change** to select the required ring tone.
4. 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. Logos are not available on 9608 deskphones.

Note:

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

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen and Sound Options > Background Logo**.
3. Use the **Right/Left** arrows to select the required logo.
4. Press **Save**.

Turning button click sounds on and off

About this task

Use the procedure to turn off button click sound.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Button Clicks**.
3. Press **Change** to turn sound on or off.
4. Press **Save**.

Turning error tones on or off

Your deskphone 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 **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Error Tones**.
3. Press **Change** to turn error tones on or off.
4. Press **Save**.

Setting key repeat delay

About this task

Use this procedure to set the time for which you must press the navigation key to start the auto repeat process. You can select from the following options:

- No Repeat
- Default
- Short
- Long
- Very Long

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Key Repeat Delay**.
3. Press **Change** to select the required option.
4. Press **Save**.

Activating mute alerting

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. Mute alerting is turned off automatically when you press the Mute button to take the call off mute.

Procedure

1. Press **Home**.

2. Press **Select** to select **Options & Settings > Call Settings > Mute Alerting**.
3. Press **Change** to select from one of the following options:
 - **Audible**: If you put a call on mute and start speaking, after 15 seconds, the phone produces a beep to notify you that you have muted your phone.
 - **Visual**: If you put a call on mute and start speaking, after 15 seconds, the phone displays a message that reads “Phone is on mute” on the phone status line.
 - **Both**: Combines the actions and options of both audible and visual alerting.
 - **None**: Disables the mute alerting feature for your deskphone.
4. Press **Save**.

Enabling wireless headset bidirectional signaling

Before you begin

Check if the headset supports EHS signaling.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Call Settings > Headset Signaling**.
3. Press **Change** to select one of the following options:
 - **Disabled**: Disables signaling from the deskphone to the headset.
 - **Switchhook and Alert**: Activates the wireless link to the headset if you press **Headset**. When the deskphone receives an incoming call, you hear the alert tone in the headset.
 - **Switchhook only**: Activates the wireless link to the headset if you press **Headset**. When the deskphone receives an incoming call, you do not hear the alert tone in the headset.

Setting the phone screen width

Procedure

1. Press **Home**.
2. Press **Select** to select **Option & Settings > Screen & Sound Options > Phone Screen Width**.
3. Press **Change** to select one of the following options:
 - **Full**: Each call appearance or feature occupies the entire width of a line.
 - **Half**: Each call appearance or feature occupies half the width of a line, effectively splitting the screen in two halves.

4. Press **Save**.

Turning Continuous Scrolling on or off

About this task

Use the procedure to control continuous scrolling feature for your deskphone.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Continuous Scrolling**.
3. Press **Change** to turn continuous scrolling on or off.
4. Press **Save**.

Changing the display language

About this task

Use this task to change the display language of your deskphone.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Language & Region > Language**.
3. Press **Select** or **OK** button to change the language.
4. Press **Save**.

Setting the time format

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

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Language & Region > Time Format**.
3. Press **Change** to select the required time format.
4. Press **Save**.

Setting headset profile

About this task

Use the procedure to select the headset profile that best matches the acoustic properties of the headset.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Advanced Options > Headset Profile**.
3. Press **Change** or **OK** button to select the profile that matches your headset.

For more information on headset profiles that Avaya supports, see the document *Avaya one-X® 96X1 Series IP Deskphone Headset Profiles* at the [Avaya Support](#) website.

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

Configuring Hearing Aid Compatibility

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Advanced Options > Handset Equalization Operation**.
3. Press **Change** to select one of the following options:
 - Default

- Audio Opt for audio optimization
 - HAC Opt for hearing aid compatibility optimization
4. Press **Save**.

Integrating other applications with your phone

About this task

If your administrator has set up this option, you can integrate Microsoft® Exchange Server calendar and contacts with your phone. First, establish your credentials by entering the user name and password you use for Microsoft Exchange Server email purposes and the domain of your Exchange Server. After establishing your credentials, you can set your calendar preferences.

Procedure

1. Press **Home** .
2. Press **Select** to select **Options & Settings > Advanced Options > Exchange Integration**.
3. If you have already set up your credentials and do not want to change them, proceed to Step 5. 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 domain of the server on which Microsoft Exchange runs.
 - Whether you want the deskphone to display a prompt to enter your user name and password every time you access Microsoft Exchange calendar on your phone. Press **Change** to change the setting as required.
4. Press **Save**.
5. To set or change your calendar preferences, select **Calendar** and enter the following:
 - Whether or not you want your phone to activate the calendaring feature. Press **Change** to change the **Use Exchange Calendar** setting to **Yes** or **No**.
 - Whether or not you want your phone to remind you of items on your calendar. Press **Change** to change the **Enable Exchange Reminder** setting to **Yes** or **No**.
 - 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 reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder 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. Press **Change** to change the **Exchange Reminder Tone** setting to **Yes** or **No**.
6. To change your contacts preferences, select **Contact** and configure the following:
- Whether or not you want your phone to remind you of items on your calendar. Press **Change** to change the **Use Exchange Contacts** setting to **Yes** or **No**.
 - Contact your administrator if you want to change the Exchange subscription period.
7. Press **Save** to save your settings and preferences.

 **Note:**

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

Chapter 6: Troubleshooting

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, an 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:

- 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.

- 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.
- Transitions back to the normal server will restore all original functionality.

Chapter 7: Resources

Documentation

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

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Session Manager Overview and Specification</i>	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security and licensing requirements of the Avaya Aura® Session Manager.	For people who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.
<i>Avaya IP Office™ Platform Feature Description</i>	See information about the feature descriptions.	For people who perform system administration tasks.
<i>Avaya IP Office™ Platform Solution Description</i>	See information about how the products and services that interoperate with this solution.	For people who want to gain a high-level understanding of the IP Office features, functions, capacities, and limitations.
Implementing		
<i>Deploying Avaya Aura® Session Manager</i>	See the installation procedures and initial administration information for Avaya Aura® Session Manager.	For people who install, configure, and verify Avaya Aura® Session Manager on Avaya Aura® System Platform.
<i>Upgrading Avaya Aura® Session Manager</i>	See upgrading checklists and procedures.	For people who perform upgrades of Avaya Aura® Session Manager.

Table continues...

Title	Use this document to:	Audience
<i>Deploying Avaya Aura® System Manager on System Platform</i>	See the installation procedures and initial administration information for Avaya Aura® System Manager.	For people who install, configure, and verify Avaya Aura® System Manager on Avaya Aura® System Platform at a customer site.
<i>Avaya IP Office™ Platform SIP Telephone Installation Notes</i>	See the installation procedures and initial administration information for IP Office SIP telephone devices.	For people who install, configure and verify SIP telephone devices on IP Office.
Administering		
<i>Administering Avaya Aura® Session Manager</i>	See information about how to perform Avaya Aura® Session Manager administration tasks including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	For people who perform Avaya Aura® Session Manager system administration tasks.
<i>Administering Avaya Aura® System Manager</i>	See information about how to perform Avaya Aura® System Manager administration tasks including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	For people who perform Avaya Aura® System Manager administration tasks.
<i>Administering Avaya IP Office™ Platform with Manager</i>	See information about short code configurations for the feature list	For people who need to access IP Office features using short codes.
<i>Administering Avaya IP Office™ Platform with Web Manager</i>	See information about IP Office Web Manager administration tasks including how to use the management tool, how to manage data and security, and how to perform maintenance tasks.	For people who perform IP Office Web Manager administration tasks.
Maintaining		
<i>Maintaining Avaya Aura® Session Manager</i>	See information about the maintenance tasks for Avaya Aura® Session Manager.	For people who maintain Avaya Aura® Session Manager.
<i>Troubleshooting Avaya Aura® Session Manager</i>	See information for troubleshooting Avaya Aura® Session Manager, resolving alarms, replacing hardware, and alarm codes and event ID descriptions.	For people who troubleshoot Avaya Aura® Session Manager.
<i>Using Avaya IP Office™ Platform System Status Application</i>	See information about the maintenance tasks for System Status Application.	For people who maintain System Status Application.

Table continues...

Title	Use this document to:	Audience
<i>Using Avaya IP Office™ Platform System Monitor</i>	See information about the maintenance tasks for SysMonitor.	For people who maintain SysMonitor.

Related links

[Finding documents on the Avaya Support website](#) on page 96

Finding documents on the Avaya Support website

Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

Related links

[Documentation](#) on page 94

Viewing Avaya Mentor videos

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

About this task

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

Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.

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

 **Note:**

Videos are not available for all products.

Support

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

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