



# **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.

### 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.

### Brazil Statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados

### 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.

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

#### Compliance Statement

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

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

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

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

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**

WiFi and BT transmitter

- Frequencies for 2412-2472 MHz, transmit power: 19.84 dBm
- Frequencies for 5180-5240 MHz, transmit power: 22.5 dBm

### **General Safety Warning**

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:

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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
5-10-2020	Updates added for SIP 7.1.11 release.
30-6-2020	Updates added for SIP 7.1.10 release.
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

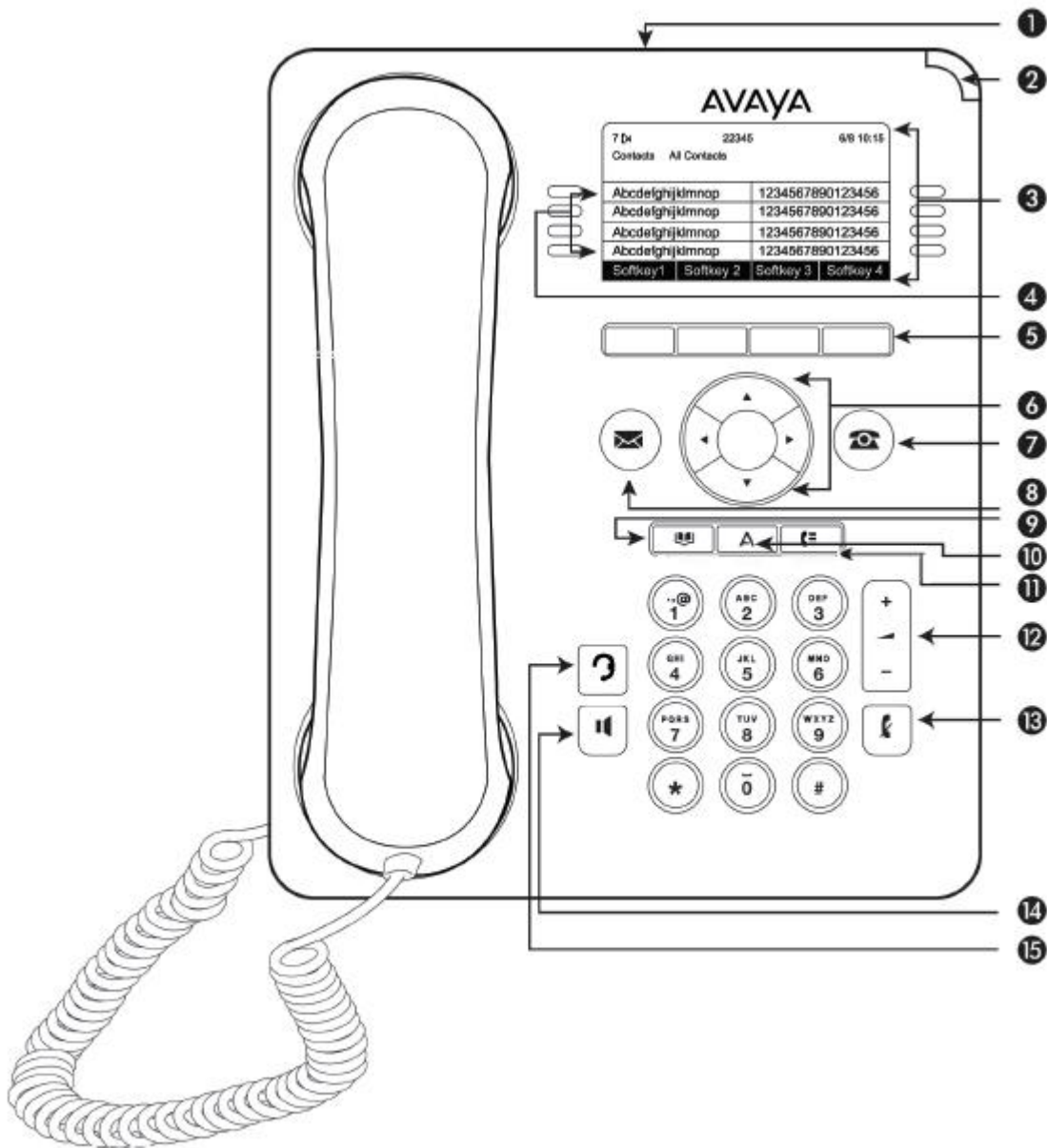
You can also attach up to three button modules to your deskphone to expand the available number of call appearances and features. Multiple button modules must all be the same type and same model.

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 for 9600 IP Phones












**\* Note:**

Your deskphone might have labeled buttons.

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

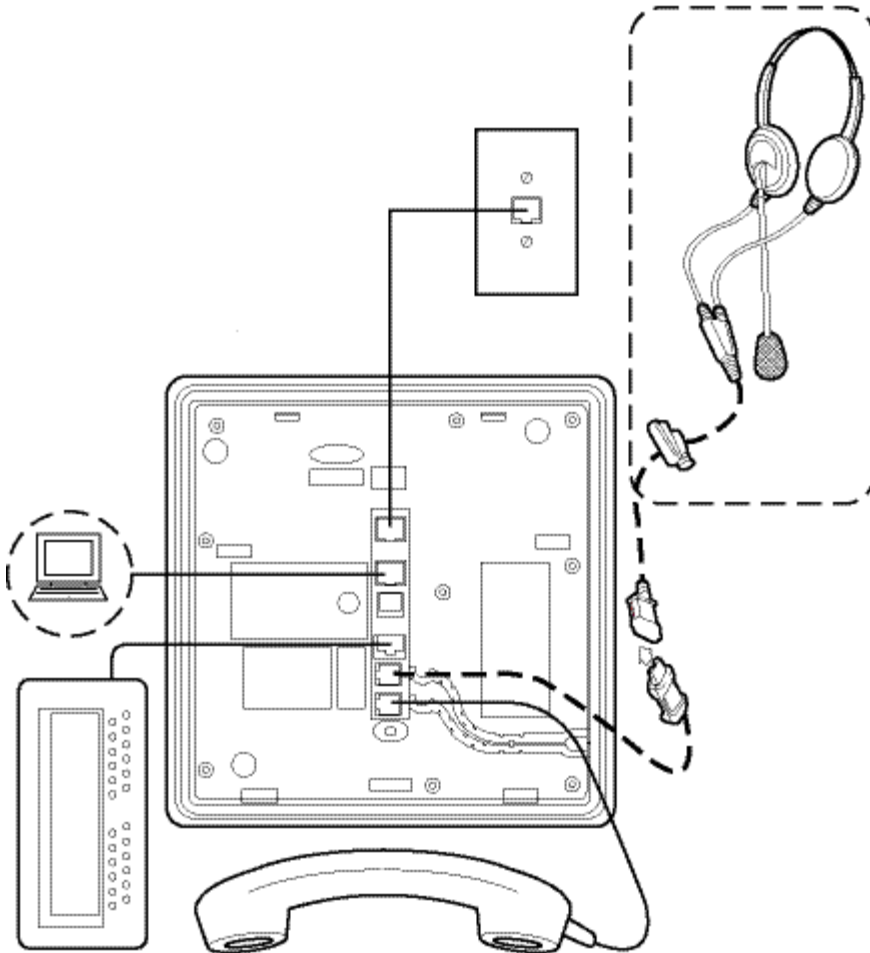
Callout Number	Name	Icon if applicable	Description
1	USB port	N/A	While the 9608 and 9608G models do not have a USB port.
2	Message waiting indicator	N/A	An illuminated red light in the upper-right corner of your deskphone indicates that you have a voice mail. If you enabled Visual Alerting on your phone, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the deskphone lights the <b>Message</b> button when you have voice mail.
3	Phone display	N/A	The first line shows status information such as the time and date, primary extension, error indications, and missed 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.   <b>Note:</b> 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 <b>OK</b> 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 <b>Phone</b> button displays the Phone screen when you press the button. During a call, you can gain access to the following options from the Phone screen:</p> <ul style="list-style-type: none"> <li>• Hold</li> <li>• Conference</li> <li>• Transfer</li> <li>• Drop call</li> </ul>
8	Message		<p>When you press <b>Message</b>, you are connected directly to your voice mail system. The deskphone lights this button when you have voice mail messages waiting. 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 <b>Contacts</b>, the Phone screen displays the entries in your contact list.</p>
10	Home		<p>When you press <b>Home</b>, 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 <b>History</b>, the Phone screen displays the history of your outgoing, incoming, and missed calls. The icon on the <b>History</b> the deskphone lights the button when you have missed calls. The top line shows the <b>Missed Call</b> icon and the number of calls that you have missed.</p>
12	Volume		<p>If you press <b>+</b> or <b>-</b> on the <b>Volume</b> button on an active call, the phone increases or decreases the volume of your handset, headset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.</p>
13	Mute		<p>Press the <b>Mute</b> button to mute a call in progress. To take a call off mute, press <b>Mute</b> again.</p>
14	Speaker		<p>Press the <b>Speaker</b> button to use the speakerphone. To take a call off speakerphone, lift the handset or press the <b>Headset</b> button.</p>
15	Headset		

## Connection jacks for 9600 Series IP Deskphones:

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.





Connection jacks for **9600 Series IP Deskphones**:



No.	Name	Description
1	5V DC Jack	To connect the power supply. * <b>Note:</b> Available only in J129D03A and later models.
2	Network port	To connect the Ethernet cable
3	PC port	To connect the computer. * <b>Note:</b> PC port is disabled when Wi-Fi network is used.
4	Handset Jack	To connect the handset.
5	WLAN Module Panel	To integrate the Wi-Fi module.

\* **Note:**  
Headset is not supported in Avaya J129 IP Phones.

---

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

---

## Locking and unlocking your phone

### 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:**

The phone cannot be locked while on an active call.

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

### Procedure

1. From the main 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 phone login.

## Logging out of your deskphone

### Procedure

1. Press **Home**.
2. Press **Settings**.
3. Press **Log Out** to choose 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 arrow buttons on your phone to select feature or options.













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

The secondary display has a left and right keys to navigate the pages.













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## Icons on the deskphone

The following table lists the icons used in the J169 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.

*Table continues...*

Icon	Description
	Scroll up or down when there is more information than can display in the application area.
	The call in progress is muted.
	Pressing - on the <b>Volume</b> button continuously causes the ringer volume to turn off. To reinstate volume, press + on the <b>Volume</b> 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.

Table continues...
























Icon	Description
	Call is active.
	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 <b>Volume</b> button continuously causes the volume to turn off. To reinstate volume, press + on the <b>Volume</b> 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.

Table continues...





Icon	Description
	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.  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](#) on page 24
- [Call history icons](#) on page 25
- [Presence icons for J169 phone](#) on page 25
- [Presence icons](#) on page 26
- [MLPP icons for J169 phone](#) on page 26
- [MLPP icons](#) on page 27

## Call history icons

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 21



## Call history icons








The following table lists the call history icons in .

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 21

## Presence icons for J169 phone








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 phone.
	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 phone is not registered.

### Related links

[Icons on the deskphone](#) on page 21

## Presence icons





The following table lists the icons for Avaya J169 IP Phone and Avaya J179 IP Phone. The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

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 phone.
	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 phone is not registered.

### Related links

[Icons on the deskphone](#) on page 21

## MLPP icons for J169 phone





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 21

**MLPP icons**

The icons are similar for both the phones, except Avaya J169 IP Phone displays the icons in grayscale and Avaya J179 IP Phone in color.

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 21

**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.

*Table continues...*

<b>Feature Name</b>	<b>Reference</b>
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.
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.

Table continues...

Feature Name	Reference
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.
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 automatically selects the line appearance of the incoming call. However, if you are already on a call or if you receive more than one incoming call at a time, you might need to manually select the corresponding line appearance.

 **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 phone 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. The call continues alerting but with no sound.

### Procedure

During an incoming call, press **Ignore** on the phone screen.

---

## Putting a call on hold

### Procedure

1. Select the active line you want to put on hold.
2. Press **Hold**.

 **Note:**

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

3. 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** or **OK** button.

### 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.

### Before you begin

Ensure that the feature is activated by the administrator.

### Procedure

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

---

## Answering an active call on a monitored extension

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored extension for which you want to answer the incoming call.
4. Press **Select**.

---

## 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.
  - **Recents**: 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.
- **Recents:** 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

Use this procedure to 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.
  - **Recents**: 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.

5. To transfer a call to an attended recipient, do the following:

- a. Press **Talk**.

The first call is put on hold, and the call-transfer recipient's phone starts ringing.

- b. After the recipient answers your call, press **Complete**.

---

## 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 phone if the administrator has enabled the Independent alerting feature for your extension.

The following four options are available:

- **On:** The phone plays a ringtone on an incoming call on the bridged appearance.
- **Off:** The phone does not play an alert ringtone on an incoming call on the bridged appearance.
- **Delayed:** The phone 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 phone 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 phone

### About this task

Use this procedure to transfer an active call to a monitored phone.

### Before you begin

You must be on an active call.

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored phone to which you want to transfer the active call, and press **Select**.

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

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



---

## Viewing the status of monitored stations

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to view the status of the required monitored extension.

The Team button screen remains active until 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. Scroll down to **Call Park**, and press one of the following:
  - **OK**
  - Corresponding line button

A checkbox is selected and is displayed on screen.

---

## 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 to 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 calls and conferences using Multiple Device Access

### About this task

With the Avaya Aura® and Multiple Device Access feature, you can have up to ten devices configured with the same extension number. You can use this extension number to transfer active calls between your devices.

### Before you begin

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

### Procedure

1. Initiate a call from your phone.
- 2.

If the MDA phone that is joining the call uses a different signaling mode address family, you might notice the Limited Service icon appear on your device for a brief moment. After the MDA phone that is joining the call switches to using the signaling mode address family of the active call, the icon disappears.

### Related links

[Dropping or Disconnecting the last participant from a conference call](#) on page 52

[No Hold Conference](#) on page 73

---

## 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 47 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 internal call alerting for the users. The called party hears a distinctive ringing when the calling party uses Priority Calling.

### Procedure

1. Before dialing, press **Main menu**. Before dialing, scroll right from the Phone screen to gain access to the Features screen.
2. Scroll to **Features**, and press **Select**.
3. If necessary, scroll down to **Priority Call**, and press **OK**, or just press the corresponding line button.
4. Enter the extension you want to call.
5. Press **Enter** or **OK** to immediately start dialing the priority call to the 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**, **Recents**, 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**.
- **Options & 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 the Main menu**

### **Procedure**

1. Press **Main menu**.
2. Select **Priority Call**.
3. On the Precedence Selection screen, select the precedence level.

4. Dial the extension from one of the following:

- **Contacts**
- **Recents**
- The dial pad

---

## Making a precedence call by using dial plan configuration

### About this task

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

### Before you begin

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

### Procedure

1. Lift the handset or press one of the following:
  - **Speaker**
  - **Headset**
  - Corresponding line button
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.

 **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** or press the corresponding line key (LED).

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.

---

## 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.
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 phone.

### 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. On the Phone screen, enter the number you want to call.
2. To edit the number, press **Bksp** to erase one character at a time.
3. To change the character format press the **123** softkey.
4. Press **Call**.

---

## 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**.

---

## Making a call using URI dialing

### Before you begin

- Ensure that you have the URI of the extension number.
- Ensure that the Edit dialing feature is enabled in your phone.

### Procedure

1. Enter the number that you want to call.

Press **abc**, or **123** softkey to change between the input methods.

 **Note:**

Press the **Backspace** softkey to delete the characters you have entered.

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 **Recents**.
2. Scroll to the left or right to view the list of all calls, or separate lists of missed, answered 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 or press the corresponding line key.

---

## 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 phone 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. 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 phone requires that time to allow an 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.

### Before you begin

Ensure that the feature is activated by the 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 Recents list or select the **Redial** softkey.

---

## Speed dialing to a monitored extension

### About this task

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

### Before you begin

Ensure that the monitored phone to which you make the call is in an idle state.

### Procedure

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored phone that you want to call.
4. Press **Select** twice.

The phone 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

You can add participants to an active call to set up a conference call.

#### Before you begin

Start a call.

#### Procedure

To make a call to a participant, do one of the following:

- Dial the phone extension by using the dial pad.
- Call the person from the Contacts list or the Recents list.

## Adding a person on hold to a conference call

### About this task

You can add a held call to a conference call.

### Procedure

1. On the Phone screen, select your active call.
2. Press **Held Call** soft key to see a list of held calls.
3. Select the call on hold that you want to add to the conference.
4. Press one of the following:
  - **Join**
  - **OK**

The held call is added to the conference call.

---

## Putting a conference call on hold and resuming a call

### About this task

Use this procedure to put a conference participant on hold, while other participants continue the conference call.

### Procedure

Do one of the following:

- Select the call appearance to resume the conference call.
- 

## Dropping or Disconnecting the last participant from a conference call

### About this task

You can use this procedure to disconnect the last participant who joined the conference. You cannot disconnect other participants after you disconnect the last participant. You can use this method to disconnect a participant again after you add another participant.

### Procedure

1. From the phone screen, select your active conference call.
2. Tap **More > Drop** when the conference is active.
3. Tap **Drop**.

## Result

The participant who was added last gets disconnected from the conference.

## Related links

[Handling calls and conferences using Multiple Device Access](#) on page 42

[No Hold Conference](#) on page 73

---

## Viewing the details of a conference

### About this task

Use this procedure to view the details of the participants on a conference call.

If you cannot, it might be due to the server on which your extension is configured. Contact your system administrator.

### Procedure

1. On the Phone screen, select your active call.
2. Do one of the following:
  - Dial the telephone number.
  - Call the person from the Contacts list.
  - Call the person from the Recents list.

---

## 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. You can also import or export a Contact list using a USB device.

#### **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 three numbers to a contact. You can add up to six distinct numbers to 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.

### Procedure

1. Do one of the following:
  - If this is your first Contacts list entry, press **Contacts > New**.
  - If you already have entries in your Contacts list, press **Contacts > More > New**.
2. Enter the first and last name using the dial pad.
  - 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 phone displays the presence icon next to this name of the contact on the Phone screen or the Contact screen.
4. In the **Number** field, enter the extension 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.

5. 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.

6. Scroll to the next field and choose the type of number that you entered: Work, Home, Mobile.
- 7.
8. If you have another number of this contact, scroll down and repeat steps 5 to 6.  
You can add up to five additional numbers to one contact entry, 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 phone 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 phone 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 phone 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**.

---

## 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.
  - **+Contacts**: To add the selected person to your Contacts list.
  - **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 contact details

### About this task

Use this procedure to view the details of a contact. You can call, edit, or delete a contact from the Details window.

### Before you begin

You must have at least one contact in the Contacts list.

### 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 ring tone that your phone plays when your phone 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 phone plays. If you have not specified a ring tone for a contact, the phone plays the default ring tone.

### 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 to delete.
3. 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**.

---

## LDAP Directory

With the LDAP Directory feature, you can search for contacts in available Lightweight Directory Access Protocol (LDAP) directories. An LDAP directory option appears at the top of the **Contacts** application list.

You can also select an LDAP directory as your contact search source. This selection disables other search sources. When the LDAP directory is an active search source, if you select another search source, this selection disables the LDAP directory search.

You can enter multiple search keywords and view multiple attributes for each match, such as personal names, addresses, job titles, and telephone numbers.

You can add frequently used LDAP contacts to your local **Contacts** with the help of the **New** soft key.

You can view details of the LDAP contact with the help of the **Details** soft key.

### Related links

[Searching LDAP contacts](#) on page 59

[Setting LDAP Directory as the contact search source](#) on page 60

## Searching LDAP contacts

### About this task

You can search LDAP directory using **Contacts** application on your phone or directly. You can use multiple search attributes and display upto 20 matches for each search.

Do not use the backslash symbol in your search queries. If your query contains a backslash, enter `\5c` instead of it. Commas and blank spaces separate search keywords. If your keyword contains a comma or a space, enter `\2c` for commas and `\2p` for spaces.

### Before you begin

Set LDAP directory as the contacts search source.

### Procedure

1. Press **Contacts**.
2. **(Optional)** To navigate through **Main Menu** list, do one of the following:
  - Scroll to **Applications**, and press **Select**.
  - Scroll to **Contacts**, and press **Select**.
3. If you are searching from a LDAP Directory, scroll to **LDAP Directory**, and press **Select**.

The phone displays the list of up to 1000 LDAP contacts. You can use **Up** and **Down** line keys to scroll through the list. If the phone cannot retrieve the contacts from a LDAP server, the phone displays the following message:

```
No contacts in the group.
```

4. Press **Search**.
5. Scroll to the **Search type** option and toggle between **Starts with** and **Contains**.
 

When you select **Starts with**, the phone returns only the matches that have your query at the start. When you select **Contains**, the phone returns all matches that contain your query.
6. Use the dial pad to enter multiple keywords, separated by a blank space or a comma, into the **Search** field, and press **Search**.

The phone displays the list of matches. If no matches are found in the LDAP directory, the phone displays the following message: `No match found`.

If more than 20 matches are found in the LDAP directory, the phone displays the following message: `We found too many matches. Select from the list or press Back to refine your search.`

You can also choose `Starts with` or `Contains`.

7. **(Optional)** Press **Details** to view contact information for a selected match.

### Related links

[LDAP Directory](#) on page 58

## Setting LDAP Directory as the contact search source

### About this task

You can select an LDAP directory as your contact search source to enable searching from the **Contacts** application. This selection disables other available search sources for the **Contacts** application.

### Before you begin

Ensure that the feature is activated by the administrator. Contact your administrator for details.

### Procedure

1. Press **Contacts**.
2. To navigate through main menu, do the following:
  - a. Scroll to **Applications** and press **Select**.
  - b. Scroll to **Contacts** and press **Select**.
3. To select LDAP Directory as a source for contact search, press **Search > More > Sources**.
4. Scroll to **LDAP contacts**, and press **Toggle**.

LDAP Directory is now your contact search source. Other sources are disabled. The phone displays the following message: LDAP selected – other search sources disabled.

5. Press **Save**.

### Related links

[LDAP Directory](#) on page 58

---

## Handling Presence

---

### Presence

If your administrator enabled the presence feature for your phone, the phone 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.
- 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 phone displays presence icon for the contact to show the status.

---

## Changing the presence status

### About this task

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

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **My Presence**.
3. Scroll and press **Select** to choose any of the following options:
  - **Automatic**: To let the phone 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 phone.
  - **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 phone continues to keep the presence subscriptions with the Presence Server. The phone also keeps receiving notifications for the contacts for whom the phone 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 **Main Menu**.
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 phone to automatically update the presence status to Away after a predefined time.

### Procedure

1. Press **Main Menu**.
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 **Recents**.

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

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

---

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

### Procedure

1. Press **Recents**.
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 **Recents**.
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 **Recents**.
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. Press **Main Menu**.
2. Select **Options & Settings > Application Settings**.
3. 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**.
4. Press **Change** or **OK** or the corresponding line key to turn call history logging on or off.
5. Press **Save**.

---

# Handling Calendar

---

## Using the Calendar

If your administrator has set up the **Exchange Integration** option under **Advanced Options** on the **Main 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 phone.

### Procedure

1. On the Phone screen, scroll to choose **Applications > 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 To call the person with whom you have the appointment, tap **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 phone. You can also make outgoing calls on a bridged call appearance when the bridged call appearance is not in use.

---

## Busy Indicator

With the Busy Indicator (BI) feature, you can do the following:

- View the status of other users in the network
- Make quick calls to the monitored users
- Transfer calls by pressing the Busy Indicator line key
- Make conference calls with BI users

The icon next to the Busy Indicator line key displays the current status of the monitored user (idle or busy).

The user status is also reflected by the indication of LEDs integrated into the corresponding line keys.

You can relabel and move a Busy Indicator line key from the Phone keys customization menu. However, you cannot add or delete Busy Indicator keys configured on your phone. Contact your system administrator if you want to add more BI line keys or delete the existing ones.

### Related links







[Busy Indicator icons and LED indication](#) on page 68

[Call Transfer to a monitored user](#) on page 69

## Busy Indicator icons and LED indication

Busy Indicator icons look the same as Presence “Available” and “On a call” icons but they might differ depending on the phone or the button module model.

The following table displays the Busy Indicator icons and LED indication for 9600 Series IP Deskphones, JBM24 Button Module, and Avaya J100 Expansion Module.

State	Phone icons	JBM24 Button Module icons	Avaya J100 Expansion Module icons	Red LED for the line key	Green LED for the line key
Idle				Off	Off
Busy				Off	On

**Related links**

[Busy Indicator](#) on page 68

**Busy Indicator call operations****Making a call to a monitored user****About this task**

You can make a quick call to monitored users, for example, when you want to provide direct instructions to them.

**Procedure**

Do one of the following:

- On the Phone screen, scroll to the required Busy Indicator line, and press **Call**.
- Press the required Busy Indicator line key.

**Related links**

[Busy Indicator](#) on page 68

**Making a conference call with a monitored user****About this task**

Use this procedure to add a monitored user to an active call to set up a conference call.

**Procedure**

1. Press the **Phone** key.
2. Do one of the following:
  - Scroll to the required Busy Indicator line, and press **Call**.
  - Press the required Busy Indicator line key.

**Related links**

[Busy Indicator](#) on page 68

**Call Transfer to a monitored user**

Ongoing calls can be transferred to a user on the Busy Indicator line. This transfer is managed similarly to Call Transfer to a phone extension.

You can transfer a call immediately (blind transfer) or after making a consultative call to the monitored user (attended transfer).

## Related links

[Busy Indicator](#) on page 68

[Making a blind transfer to a monitored user](#) on page 70

[Making an attended transfer to a monitored user](#) on page 70

## Making a blind transfer to a monitored user

### About this task

Use this procedure to transfer immediately an active call to a monitored user.

### Procedure

1. During an active call, press **Transfer**.
2. Do one of the following:
  - Press the Busy Indicator line key corresponding to the user you want to transfer the call to.
  - Press the **Phone** key, scroll to the required Busy Indicator line, and press **Select**.

The phone displays the `Transfer now or talk with [BI extension number]?` window.

3. Press **Now**.

Your call is transferred to the monitored line.

## Related links

[Call Transfer to a monitored user](#) on page 69

## Making an attended transfer to a monitored user

### About this task

Use this procedure to transfer an active call to a monitored user by talking to this user first.

### Procedure

1. During an active call, press **Transfer**.
2. Do one of the following:
  - Press the Busy Indicator line key corresponding to the user you want to transfer the call to.
  - Press the **Phone** key, scroll to the required Busy Indicator line, and press **Select**.

The phone displays the `Transfer now or talk with [BI extension number]?` window.

3. Press **Talk**.

The current call is placed on hold, and a call to the monitored user is established.

4. To end your consultative call and to transfer the held call, press **Complete**.

**Related links**

[Call Transfer to a monitored user](#) on page 69

---

## Monitoring other extensions at a glance

**About this task**

Use this procedure to monitor phones for others. You can see whether an extension is idle or busy at a glance.

**Before you begin**

Ensure that the feature is activated by the administrator. Contact your administrator for details.

**Procedure**

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to the System Numbers.
4. If necessary, scroll to the line button for the extension you want to check.
5. If that extension is in use, the phone displays **Busy** next to the extension number.
6. 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
  - To remotely control IP phones to assist end users with IP phone configuration and troubleshooting.
  - To remotely generate single and bulk test calls between IP phones.
  - To remotely execute limited packet captures on IP phones to troubleshoot and diagnose IP phone network traffic.
- Network monitoring
  - To monitor multiple network segments for performance in terms of packet loss, jitter, and delay.
  - 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 prevent the users from getting 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. If a dynamic setting is selected, 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 support long-term acoustic exposure protection when the headset profile is set to **Profile1**.

### Related links

[Configuring Long term acoustic exposure protection](#) on page 72

## 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 72



---

## No Hold Conference

With the No Hold Conference feature, you can add participants to your call while continuing your active conversation. The No Hold Conference feature lets you create a conference call without putting any call participant on hold.

For example, if you press the administered **No Hold Conf** button and then dial an extension the participant that answers the call joins the no hold conference.

Your administrator can configure your phone to support the no hold conference feature on a button module. You can use the call appearance for a regular or pre-configured number.

Using the **No Hold Conf** button you can add more participants to the no hold conference.

The administrator can pre-configure only one number on System Manager. When you press the **No Hold Conf** button, the call is placed to the pre-configured number when the participant answers the call joins the no hold conference.

If the participants do not answer the call within the configured time-out duration 9600 Series IP Deskphones will display the appropriate message on the phone screen.

### Related links

[Adding a participant to no hold conference](#) on page 73

[Dropping or Disconnecting the last participant from a conference call](#) on page 52

[Handling calls and conferences using Multiple Device Access](#) on page 42

## Adding a participant to no hold conference

### About this task

You can add participants to your call while continuing your conversation without interruption. You can add up to six participants in the no hold conference call.

You will get appropriate messages displayed on the top bar of your phone screen when you are attempting no hold conference.

Half width mode is only supported in Avaya 9608/9608G and Avaya 9611/9611G IP Deskphones.

### Before you begin

Ensure that the administrator has activated the no hold conference feature, and you are on an call.

### Procedure

1. During an active call, on the phone screen, tap **Features**
2. Tap **No Hold Conf**.
3. You can add users to a no hold conference by using one of the following methods:
  - If an extension number is pre-configured by your administrator, you can press **Select**.
  - If the extension number is not pre-configured, you will get a Destination screen to enter the extension number, press **OK**.
  - You can press the **Contact** button, and select a number from the contact list.

- You can press the **History** button, and select a number from the list.
4. To add more participants to the existing no hold conference, repeat Steps 2 and 3.

 **Note:**

You can press the **Cancel** soft key to terminate the no hold conference.

**Related links**

[No Hold Conference](#) on page 73

---

## 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, access the Features screen. From the Phone screen, scroll right to access the Features screen.
2. Select **CPN Block**.
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 Calling Party Number (CPN) Block feature to block displaying your extension on the calls you make, you can change it back using CPN Unblock. CPN Unblock allows parties you call see your extension.

### Procedure

1. From the Phone screen, access the Features screen. From the Phone screen, scroll right to access the Features screen.
2. Select **CPN Unblock**.
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 phone 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 **Main Menu**.
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 this feature to trace a malicious call. Activating Malicious Call Trace (MCT Act) 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

During an active call, access the Features menu. During an active call, scroll right from the Phone screen to access the Features menu.

---

## 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 phone, 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.

---

## Activating EC500 for simultaneous ringing on multiple phones

### About this task

With the EC500 feature, you can program calls in the way that your desk phone and your cell phone ring simultaneously when there is an incoming call. Using 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, go to the **Features** screen.
2. Scroll to **EC500**, and press **Select**.

---

## 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 phone 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:**

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 phone, so you can switch back to your phone 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 phone automatically dials the number that your system administrator has configured for you.

---

## Team Button

When the administrator configures the Team Button feature for your phone, you can do the following:

- Monitor another phone to know whether calls are redirected to another phone.
- Monitor another phone to know whether that phone has an active call.

- Answer calls that ring on the monitored phone.

Use the Team Button soft key to:

- Make a speed dial call to the monitored phone. You can do this when the monitored phone is not in use.
- Transfer an active call to the monitored phone.









The call redirection feature, Send All Calls, Call Forward, or ECF might be active on the monitored phone. The monitoring phone can override call redirection when speed dialing or transferring an active call to the monitored phone. The override feature ensures that the call made to the monitored phone rings on the monitored phone and is not routed to the redirected number.

To override call redirection, the administrator must configure on Avaya Aura® Session Manager:

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

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

The following table shows different icons of the Team Button feature:

Icon	Description
	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 monitored extension is idle, and the user has enabled ringing.
	The monitored extension is idle, and the user has enabled ringing from multiple lines.
	The monitored extension is busy on other call, and the user has enabled ringing.
	The monitored extension is busy on other call, and the user has enabled ringing from multiple lines.



---

## Browser

Your phone 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 phone.

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

---

## Using the WML browser

### Procedure

1. Press **Main Menu**.
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 **Main Menu**.
  - 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 group of users who handle the 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 manage the calls from a particular hunt group.

### Procedure

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

---

## Call forwarding

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 phone Features list.

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

### **Note:**

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

### Procedure

1. Navigate to the Features screen.
2. Scroll to choose **Do not disturb**.

**\* Note:**

If you want the feature label to read as **Send all calls**, contact your administrator to relabel the feature name.

3. Press **Select** or **OK** or the corresponding line key 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 **#**.

**\* 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 phone to various destination numbers based on call type and call state.

### Procedure

1. From the feature list, select **Enhanced Call Forward**.  
The phone 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 phone 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.

**Assign Favorites Entries** lets you build a list of up to nine favorite contacts or features.

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

**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 phone to display the Phone screen when you dial a number to make a call.

### Procedure

1. Press **Main Menu**.
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 **Main Menu**.

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 **Main Menu**.
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 **Main Menu**.
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 phone gets incoming calls.

### Procedure

1. Press **Main Menu**.
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

### About this task

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

### Procedure

1. Press **Main Menu**.
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 dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- If you set the Edit Dialing feature, you can enter the number or a part of it, edit the entered digits if needed, and press the corresponding softkey to dial.

When on-hook dialing is enabled, Edit Dialing is not available.

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 phone receives a call, the phone presents this call as a missed call.

### Procedure

1. Press **Main Menu**.
2. Navigate to **Options & Settings > Call Settings > Dialing options**.
3. Press **Change** to select **On-hook** or **Editable**.

When on-hook dialing is enabled, Edit Dialing is 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 phone screen.

### Procedure

1. Press **Main Menu**.
2. Press **Select** to 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 **Main Menu**.
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 **Main Menu**.
2. Press **Select** to 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 phone, you can change any of those labels. For example, you can change a Help Desk extension to read *Help Desk*.

### Procedure

1. Press **Main Menu**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select **Personalize Labels**.
7. Press **Select** or **OK**.
8. Select the label you want to edit.

If the label you want to edit is on the **Features** menu, scroll 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 **Main Menu > 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 phone screen or button module as applicable. Contrast adjustment applies only to a phone with a black and white display or a button module attached to a phone with a color display screen. You cannot adjust the contrast of a phone with a colored display.

## Procedure

1. Press **Main Menu**.
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 phone.

### Procedure

1. Press **Main Menu**.
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 phone. You can hear the ring tone that you specified for the:

- Caller.
- First phone that forwarded the call.

### Procedure

1. Press **Main Menu**.
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 phone that forwarded the call.
4. Press **Save**.

---

## Setting a ring tone for your phone

### 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 **Main Menu**.
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 phones that you monitor.

### Procedure

1. Press **Main Menu**.
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 phone. The call pickup group alert provides a visual or an audio alert on your phone when a member in your call pickup group gets a call.

### Procedure

1. Press **Main Menu**.
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 phone for a call pickup group.

### Procedure

1. Press **Main Menu**.
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.

 **Note:**

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

### Procedure

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Screen and Sound Options > Background Logo**.
3. To select the required logo, press one of the following:
  - **Right** arrow key
  - **Left** arrow key
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 **Main Menu**.
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 phone 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 **Main Menu**.
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 **Main Menu**.
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 phone to alert you if your phone is on mute. The alert can be an audible beep and a visible indication on the top line of your phone. Mute alerting is turned off automatically when you press the Mute button to take the call off mute.

### Procedure

1. Press **Main Menu**.
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 phones 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 phone.

4. Press **Save**.

---

## Enabling wireless headset bidirectional signaling

### Before you begin

Check if the headset supports electronic hook switch (EHS) signaling.

### Procedure

1. Press **Main menu**.
2. Press **Select** to select **Options & Settings > Call Settings > Headset Signaling**.
3.
  - **Disabled**: Disables signaling from the phone to the headset.
  - **Switch hook and alert**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call, you hear the alert tone in the headset.
  - **Switch hook only**: Activates the link to the headset if you press **Headset**. When the phone receives an incoming call, you do not hear the alert tone in the headset.
4. Press **Save**.

---

## Setting the phone screen width

### Procedure

1. Press **Main menu**.
2. Press **Select** to select **Option & Settings > Screen & Sound Options > Phone Screen Width**.
3. Press **Toggle** 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.
  - **Default**: Each call appearance or feature occupies the entire width of a line.
4. Press **Save**.

---

## Turning Continuous Scrolling on or off

### About this task

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



### Procedure

1. Press **Main Menu**.
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 phone.

### Procedure

1. Press **Main Menu**.
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 phone displays the time on your Phone screen. The time format is either 12 or 24 hours.

### Procedure

1. Press **Main Menu**.
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 **Main menu**.

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.
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.

---

## Configuring Hearing Aid Compatibility

### Procedure

1. Press **Main Menu**.
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**.

---

## Entering Microsoft® Exchange credentials for basic authentication

### About this task

You can integrate your phone with Microsoft® Exchange account by using the Basic authentication method. If your administrator has set up this option, you can integrate Microsoft® Exchange Server calendar and contacts with your phone.

### Before you begin

Ensure that you have a valid exchange credential.

### Procedure

1. Press **Main Menu** .
2. Press **Select** to select **Options & Settings > Advanced Options > Exchange Integration**.
3. **(Optional)** Select the **Basic** authentication.

4. 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 phone 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.
5. Press **Save**.

### Result

Basic authentication is successful, and your phone is integrated with the Microsoft® Exchange account.

---

## Entering Microsoft® Exchange credentials for OAuth authentication

### About this task

You can integrate your phone with Microsoft® Exchange account by using the OAuth authentication method. If your administrator has set up this option, you can integrate Microsoft® Exchange Server calendar and contacts with your phone.

### Before you begin

Ensure that you have a valid exchange credential.

### Procedure

1. Press **Main Menu** .
2. Press **Select** to select **Options & Settings > Advanced Options > Exchange Integration**.
3. **(Optional)** Select the **OAuth** authentication.
4. 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 email address.
  - Your Microsoft® Exchange server address.
5. Press **Save**.  
The **Save** soft key appears only after you enter the valid details.
6. The phone screen displays the device verification URL <https://microsoft.com/devicelogin> and the dynamically generated User code for verification.

The phone screen displays these details for a maximum of 15 minutes.

7. Enter the URL in your browser and enter the `User code` when the Microsoft® application prompts.
8. Follow the user prompts of the Microsoft® application.

### Result

OAuth authentication is successful, and your phone is integrated with the Microsoft® Exchange account.

---

## Entering Microsoft® Exchange credentials for enabling Calendar and Contacts

### About this task

You can integrate your phone with Microsoft® Exchange account by using the Microsoft® authentication method. If your administrator has set up this option, you can integrate Microsoft® Exchange Server calendar and contacts with your phone.

### Before you begin

Ensure that your phone is integrated with the Microsoft® Exchange account.

### Procedure

1. 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**.
2. 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.

 **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. 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 soft keys at the bottom of the display to determine the actions you can take during failover. You can also press the **Phone** button to display the Main 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, the call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain soft keys 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 might not reach you and can go to voice mail.
- Emergency calls might or might 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 might 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 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...



<b>Title</b>	<b>Use this document to:</b>	<b>Audience</b>
<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.
<b>Administering</b>		
<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.
<b>Maintaining</b>		
<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 106

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## Finding documents on the Avaya Support website

### Procedure

1. Go to <https://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 the appropriate release number.  
The **Choose Release** field is not available if there is only one release for the product.
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 only displays the documents for the selected category.
7. Click **Enter**.

### Related links

[Documentation](#) on page 104

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## 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.

- To find videos on the Avaya Support website, go to <https://support.avaya.com/> and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.

- In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

 **Note:**

Videos are not available for all products.

---

## Support

Go to the Avaya Support website at <https://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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