



Gold SMB
BusinessPartner



Telefonix Voice & Data Avaya Manual

For bulk discounts, product demonstrations, free product trials & world-wide Avaya orders, please contact:

Telefonix Voice & Data
UK (+44) 01252 333 888
info@telefonix.co.uk
<http://www.telefonix.co.uk/>



Avaya 9650 Manual

For the latest information regarding the Avaya 9650, please visit:
<http://www.telefonix.co.uk/avaya-9650/>

16-600911
Issue 1
January 2007

Contents

Notices	5
Introduction to the 9650 IP Telephone	7
Overview	7
About Application Buttons, Navigation, and Softkeys	9
About Aux Buttons	9
About Your Telephone Stand	10
About the Avaya Menu	10
About Options & Settings	11
Setting Go To Phone Screen on Calling	11
Setting Go To Phone Screen on Ringing	11
Setting redial options	12
Configuring call timers	12
Configuring visual alerts	12
Adjusting the brightness or contrast of the display	12
Turning button click sounds on and off	13
Turning error tones on or off	13
Turning large text on or off	13
Changing the ring pattern	13
Changing the language	14
Editing button labels	14
About the Browser	14
Accessing your browser	15
About the Features menu	15
Accessing the Features menu	15
Calling a person from the directory	15
Configuring simultaneous ringing for multiple telephones (EC500)	15
About Answering and Making a Call	16
Answering a Call to your Extension	16
Answering a Call to a Bridged Extension	16
Sending an incoming call directly to voicemail	16
Ignoring an incoming call	17
Making a Call	17
Clearing a number	17
Redialing a number	17
Calling a person from the Contacts list	17
Calling a person from the call log	17
Muting a Call	17
Putting a Call on Hold	17
Transferring a Call	18
About Forwarding Calls	18
Send all calls	18
Call Forwarding	18
Turning off call forwarding	19

About Conference Calls	19
Setting up a conference call	19
Adding a person on hold to a conference call	19
Putting a conference call on hold	19
Muting a person on a conference call	19
Dropping the last person from a conference call	20
Dropping a person from a conference call	20
Aux Buttons and Bridged Lines	20
Answering a call on a bridged line	20
Joining a call on a bridged line	21
Making an outgoing call on a bridged line	21
About Contacts	21
Viewing Contacts details	21
Adding a new contact	21
Editing a contact	22
Deleting a contact	22
About the Call Log	23
Viewing the call log	23
Viewing call log details	23
Adding an entry from the call log to your Contacts list	23
Removing an entry from the call log	23
Clearing all entries from the call log	23
Turning off call logging	23
Getting Your Messages	24
Logging into your voicemail	24
About logging in to your telephone	24
Logging in to your telephone	24
Logging out of your telephone	24
Index	25

Contents

Notices

© 2007 Avaya Inc.

All Rights Reserved.

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

Note:

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

For full legal page information, please see the complete document, Avaya Legal Page for Hardware Documentation, Document number 03-600759.

To locate this document on our website, simply go to <http://www.avaya.com/support> and search for the document number in the search box.

Documentation disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands, and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the following Web site: <http://www.avaya.com/support>

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Avaya support

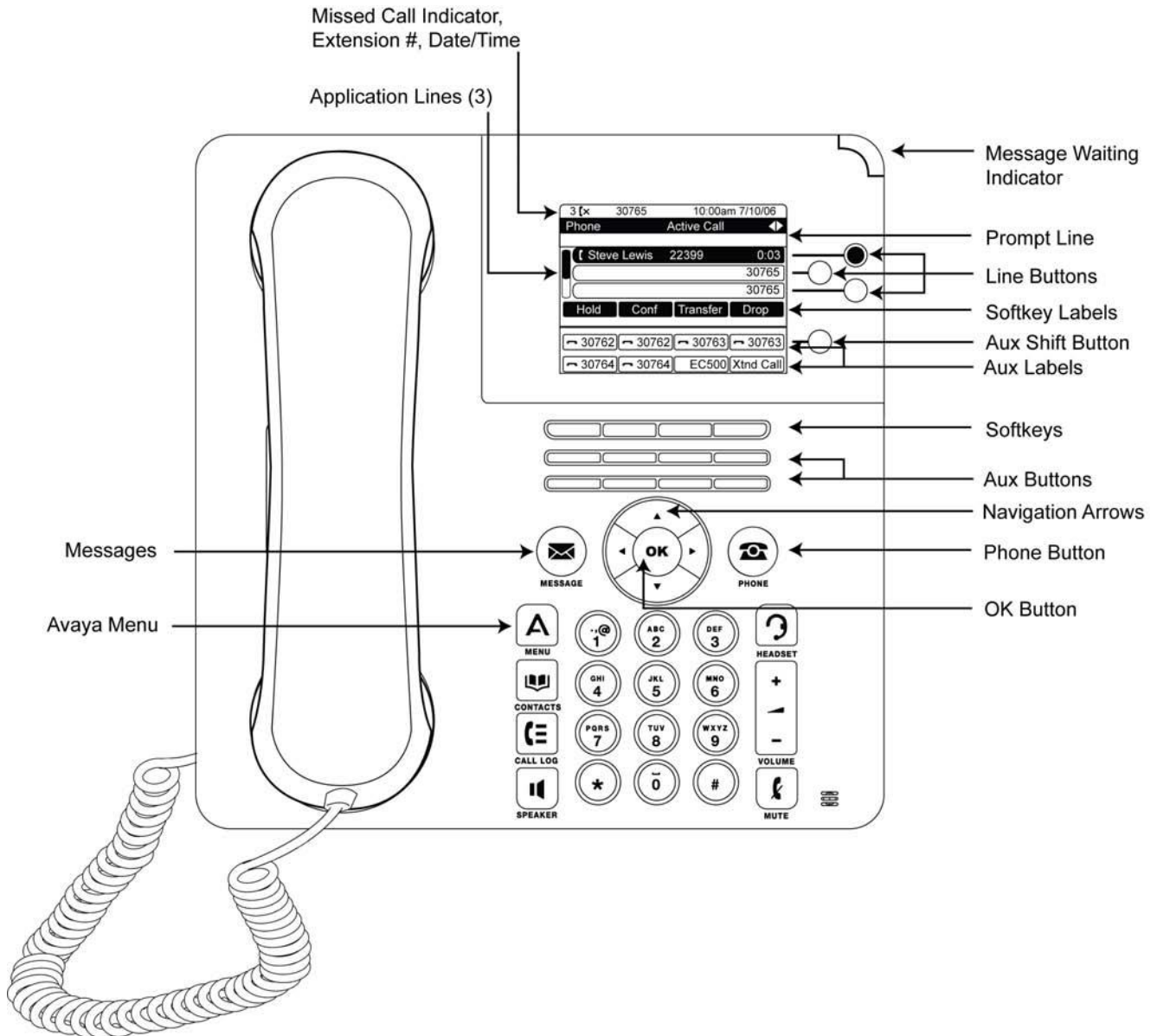
Avaya Inc. provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>

Introduction to the 9650 IP Telephone

Your telephone provides many features, including a Phone screen for viewing and managing your calls, 16 auxiliary (Aux) buttons to help you manage calls to bridged lines and additional telephone features, a Call Log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your voicemail.

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

Overview



9650 IP Telephone Button/Feature Descriptions

Name	Description
USB Port	If your phone gets its power from a local AC power adapter (and not directly from the voice/data network connection), you can recharge a battery-powered device using your phone's USB port. Connect the device to your phone with a USB cable to recharge it.
Prompt Line	View the prompt line to see when you can use the right or left navigation arrows to view alternate screens or menus.
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
Line Buttons	The three line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Line button LEDs also indicate if a feature is enabled or disabled in the Feature view.
Softkeys	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.
Aux Shift	Use the Aux Shift button to move between one page of eight Aux buttons to the next page of eight Aux buttons. This button lights to indicate a call is active or on hold on the page of Aux buttons not currently displayed.
Aux Buttons	Use the eight auxiliary (Aux) buttons to access up to 16 additional lines, or for advanced telephone features such as Bridged lines, Call Forwarding, Speed Dial, and Abbreviated Dial buttons. Use the Aux Shift button to switch between the first page of eight buttons to the next page of eight buttons and back. The integrated LEDs indicate lines or features in use. White Aux button labels appear in the last two display rows.
Message	Press the Message button to connect directly to your voicemail system.
Navigation Arrows	Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.

Name	Description
OK	Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number.
Phone	Press Phone to view and manage your calls.
Contacts	Press Contacts to view the entries in your contact list.
Call Log	Press Call Log to view a list of your outgoing, incoming, and missed calls.
Missed Call Indicator	The icon on the Call Log button is illuminated when you have missed calls. The top line shows the Missed Call icon and the number of calls missed.
Avaya Menu	Press Avaya Menu to configure options and settings, access the browser, log out, or view network information.
Volume	Press volume to adjust the volume of the handset, headset, speaker, and ringer.
Mute	Press Mute to silence a call in progress. To take a call off mute, press Mute again.
Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset and press Speaker.
Headset	Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.

About Application Buttons, Navigation, and Softkeys

The display screen has three visible application lines that you use to view and manage your calls, your contacts, your call log, and your options and settings.

- Press the **Phone** button to view your calls.
- Press the **Contacts** button to view your Contacts list.
- Press the **Call Log** button to see a list of your most recent incoming and outgoing calls.

At any time, one of the application lines is highlighted - with white text on a black background. This is the *selected* line. Use the Up and Down arrows on the navigation keys to select a line by scrolling to it.

The four *softkey labels* at the bottom of the screen go with the *softkeys* directly below the screen. They show the available actions *for the selected line*. Pressing a softkey carries out the action shown on the softkey label.

The **OK** button is another shortcut that carries out the default action on the selected line. For example, when you select (highlight) an entry in your Contacts list, pressing **OK** places a call to that person.

About Aux Buttons

Your phone has two rows of extra, auxiliary buttons, or *Aux buttons* below the softkeys. You can use the Aux buttons for call management, speed dial buttons, or features. The Aux buttons go with the *Aux button labels* on the bottom two rows of the screen. The Aux button labels show the function of each of the Aux buttons.

There are two sets, or pages, of Aux buttons. Use the **Aux Shift** button, located to the right of the Aux button labels, to switch between the two pages of Aux buttons.

The particular features available on your Aux buttons depend on how your system administrator has set up your phone. For example, in addition to bridged extensions on your Aux buttons, your administrator may also assign frequently-used features like Send All Calls, Directory/Next/Make Call, or Call Forwarding to Aux buttons.

Each Aux button has an LED, which is illuminated if a call appearance or feature assigned to that button is active. The **Aux Shift** button also has an LED, which is illuminated if there is a call on one of the Aux buttons on the alternate, "hidden" page.

About Your Telephone Stand

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

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

About the Avaya Menu

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

Sample Menu 1	Sample Menu 2	Sample Menu 3
<ul style="list-style-type: none"> > Options & Settings > Browser > Network Information > About Avaya one-X 	<ul style="list-style-type: none"> > Your 1st Web Application > Phone Settings > Log Out > About Avaya one-X 	<ul style="list-style-type: none"> > Call Settings > Application Settings > Screen & Sound > Advanced Options > Network Information > Log Out

For example, to adjust the brightness or contrast of your screen, press the **A** to go to the Avaya Menu, scroll down to **Screen & Sound Options**, and press **Select** or **OK**. Choose **Brightness...** or **Contrast...** and press **Change** or **OK**.

Note:

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

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

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

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

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

About Options & Settings

The Options & Settings menu contains choices for:

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

Note:

Options & Settings is called Phone Settings if you have a customized menu.

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

Application Settings includes choices for turning call logging on or off and for personalizing your button labels.

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

Advanced Options includes choices for backing up and restoring your settings, options, and button labels. You can also set AGC for your handset, headset, and/or speaker audio.

Setting Go To Phone Screen on Calling

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

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

Setting Go To Phone Screen on Ringing

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

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

Setting redial options

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

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

Configuring call timers

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

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

Configuring visual alerts

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

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

Adjusting the brightness or contrast of the display

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Brightness *or* Contrast.
7. Press **Change** or **OK**.
8. Select Phone *or* an SBM24 Module.
9. Scroll to the right or left to adjust the brightness or contrast.
10. Press **Save** or **OK**.

Turning button click sounds on and off

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

Turning error tones on or off

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

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Error Tones.
7. Press **Change** or **OK** to turn error tones on or off.
8. Press **Save**.

Turning large text on or off

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

Changing the ring pattern

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Screen & Sound Options.
5. Press **Select** or **OK**.
6. Select Personalized Ringing.
7. Press **Change** or **OK** to see a list of the available ring patterns.
8. Select a ring pattern to listen to it.
9. Press **Play** or **OK** to hear it again.
10. Press **Save** to make it your ring pattern.

Changing the language

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

Editing button labels

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

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

Note:

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

9. Press **Edit**.
10. Edit the label.
Press **Clear** to clear all text fields and start over.
11. Press **Save** or **OK**.

Note:

You may revert back to the default button labels by pressing **Avaya Menu > Options & Settings > Application Settings > Restore Default Button Label** .

About the Browser

Your telephone includes a web browser capability that can be used to present additional applications. The items available through the web browser vary depending upon how your

telephone was administered. If no web applications are available for your phone, the Browser menu is not presented. Contact your system administrator with any questions.

Accessing your browser

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

About the Features menu

Your administrator may assign specific features you use frequently to your Aux buttons. The Features menu gives you access to these features, such as Directory, Call Forwarding, Speed Dial, and Abbreviated Dial buttons. Directory allows you to dial other users on your system by name. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. EC500 allows you to answer your incoming calls from your desk phone or another phone. The particular features available to you depend on what your administrator has assigned to your phone.

For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

From the Phone screen, scroll right to access the Features menu.

Note:

To return to the main Phone screen, press **Exit** or scroll to the left.

Note:

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.

Calling a person from the directory

1. Press the **Directory** Aux button *or* from the Phone screen, scroll right to access the Features menu, select Directory, and press **Select** or **OK**.
2. Use the dialpad keys to start spelling the last name of the person you want to call.

Note:

Press each dialpad key one time for each corresponding letter. For example, for "Hill," press 4, 4, 5, 5.

3. Select the **Next** Aux button to view the next name alphabetically in the directory, if necessary.
4. Press **OK**, *or* enter the next letter.
5. Select the **Make Call** Aux button when you see the name you want.
6. Press **OK** to dial the call.

Configuring simultaneous ringing for multiple telephones (EC500)

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

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

About Answering and Making a Call

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

Answering a Call to your Extension

Answer an incoming call in one of the following ways:

Option	Description
If you are not on another call	Lift the handset, or press Speaker to answer using the speakerphone, or press Headset to answer using the headset.
If you are on another call	From the Phone screen, press the Phone button to quickly move to the top of your call appearance list. Then answer your primary line or scroll to the line with the incoming call and press Answer or OK . You can also press the line button next to the incoming call to answer.

Note:

To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes (see [Call Settings](#)).

Note:

If the Auto Hold (Communication Manager) feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

Answering a Call to a Bridged Extension

If an Aux button flashes, press that button or press the **Answer** softkey. If the **Aux Shift** button is lit, the incoming call is on the "hidden" page of Aux buttons. In this case, press **Aux Shift** to view the hidden page, then press the flashing Aux button of the incoming call.


Sending an incoming call directly to voicemail

Press **To Vmail** to send an incoming call directly to voicemail.

Ignoring an incoming call

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

Making a Call

Use the Phone screen to view and manage calls. Press **Phone**  to view the main Phone screen at any time.

Dial the number you want to call.

Clearing a number

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

Redialing a number

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

Note:

The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.

2. Press **Call**.

Note:

See [Setting Redial Options](#) for information on redial settings.

Calling a person from the Contacts list

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

Calling a person from the call log

1. Press **Call Log**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

Muting a Call

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

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

Putting a Call on Hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. Select the line you want to put on hold.
3. Press **Hold**.

Note:


A hold timer may display when you put a call on hold. For more information, see [Configuring call timers](#).

4. Press **Resume** to retrieve the call.

Transferring a Call

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press **Complete** to transfer the call.

About Forwarding Calls

You can forward your incoming calls to another number or to voicemail. If call forwarding is turned on, a Forwarding icon  appears on the top line of your display screen and the Aux button(s) with forwarding features is steadily lit. You can choose from a number of forwarding features, including Send All Calls and Call Forward. Listed below are examples of the most commonly used forwarding features. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available to you, contact your system administrator.

Send all calls

When Send All Calls (SAC) is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, an Aux button label displays SendAll. Pressing the SendAll Aux button turns Send All Calls on and the label shows a checkmark. If it is already on, pressing the SendAll Aux button turns it off and the checkmark no longer appears. You can also turn Send All Calls on or off by using the telephone Features list.

From the Phone screen, scroll right to access the Features menu and select SendAllCalls. If you have an Aux button labeled SendAll you can press it to turn Send All Calls on or off.

Call Forwarding

The Call Forward feature allows you to set a number to which your calls will be forwarded, or turn off call forwarding if it is already on. Call forwarding is assigned to an Aux button. You must enter the telephone number where the calls will be forwarded each time you use this feature.

Enter the number you want to forward your calls to.

Note:

After you enter the forwarding number, you hear a confirmation tone.

Turning off call forwarding

From the Phone screen, scroll right to access the Features menu and select CFrwd *or* just press the Aux button labeled CFrwd to turn Call Forwarding off.

Note:

When you turn off the Call Forwarding feature, you hear a confirmation tone and that Aux button is no longer illuminated.

About Conference Calls

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

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the Call Log list.
4. Press **Join** to add the person to the existing call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Note:

Depending on how your telephone is administered, you may not have to press **Join** to add the person to the conference call.

Putting a conference call on hold

1. Press **Hold** during a conference call.

Note:

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

2. Press **Resume** or **OK** to resume the conference call.

Muting a person on a conference call

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

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

Dropping the last person from a conference call

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

Dropping a person from a conference call

This feature is not available on all systems. If you do not see **Drop** when you choose a person, you cannot drop that person.



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

Aux Buttons and Bridged Lines

You can use the Aux buttons to monitor and manage extensions other than your own. Other people's extensions that you manage from your phone are called *bridged lines*. If an Aux button is associated with a bridged line, you can press the Aux button to select it as you would with a regular call appearance.

Whenever you need to access a bridged line just press the corresponding Aux button.

- If a line is on Hold, pressing the Aux button resumes the call.
- If a line is ringing, pressing the Aux button answers the call.
- If your boss or someone else for whom you have a bridged extension is on the line (Aux button LED is lighted), you can press that Aux button to join the call. For example, when the bridged extension is in use, and you get an incoming call to that same line, you can conference the caller into the existing call.

The icon on the Aux button label for a bridged call appearance shows the status of that call appearance. An idle call icon  means that there is no current call on that line. An in-use bridged call icon  means that the owner of the line is using it.

Note:

Use the Aux button for anything you need to do with a bridged line - to answer a call, to resume a call on hold, or to join an existing call. Use the Aux button LED and the icon on the Aux button label to view the status of a bridged line.

Answering a call on a bridged line

1. Select the bridged call that you want to answer.

Note:

The Aux button label of the bridged line with the incoming call is highlighted and the Aux button LED flashes to help you identify which bridged line is ringing. The ringing line will be selected automatically if there are no other active calls. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).

2. Press **Answer** or press the flashing Aux button.

Joining a call on a bridged line

You can join an existing call on a bridged line.


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

Making an outgoing call on a bridged line

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

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

About Contacts

Press **Contacts**  to show the Contacts screen.

Viewing Contacts details

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details** to see all information available for that contact.

Adding a new contact

You can add up to three numbers for a contact.

1. Press **Contacts**.
2. Press **New**.
3. Enter the name using the dialpad.
 - a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 - b. Pause before entering the next character if the characters are on the same key.
 - c. Enter remaining letters or numbers.
 - d. Press **Bksp** to delete the last character.

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 **Bksp** to remove the character to the left of the cursor.
 - e. Press **More > Abc** to change between upper and lower case letters or to enter numbers.
 - f. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
 - g. Press **More > Symbols** to enter characters that are not on your dialpad.
 - h. Select the symbol you want to use.
 - i. Press **OK** to select the symbol.
 - j. Press **Clear** to delete all text and start over.
4. Select the next field.
5. Enter the (primary) telephone number.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, repeat Steps 5 - 7. You can add up to two additional numbers for this contact.
9. Press **Save** or **OK**.

Editing a contact

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

Deleting a contact

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More > Delete**.
4. Press **Delete** again to confirm.

Note:
If you press **Cancel** prior to pressing **Delete**, your contact information will not be removed.

About the Call Log

You can use the Call Log to view a list of your missed calls, or separate lists of your answered, outgoing, or missed calls. When you have one or more missed calls, the Call Log button lights and the Missed Calls icon and the number of missed calls display on the top line.

Viewing the call log

1. Press **Call Log**.

Note:

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

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

Viewing call log details

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

Adding an entry from the call log to your Contacts list

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

Removing an entry from the call log

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

Clearing all entries from the call log

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

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

Turning off call logging

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

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Application Settings.
5. Press **Select** or **OK**.
6. Select the type of call logging you want to turn off.

Note:

To turn logging of bridged lines on or off, select Log Bridged Calls and press **Change** or **OK**.

7. Press **Change** or **OK** to turn call logging on or off.
8. Press **Save**.

Getting Your Messages

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

Logging into your voicemail

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

About logging in to your telephone

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

Logging in to your telephone

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

1. Enter your extension.
2. Press **Enter** or **OK**.
3. Enter your password.
4. Press **Enter** or **OK**.

Logging out of your telephone

1. Press **Avaya Menu**.
2. Select Log Out.
3. Press **Log Out** or **OK**.
4. Press **Log Out** again to confirm.

Index

<hr/>	
9	
9650.....	9 , 10 , 20
<hr/>	
A	
Application Buttons	
Softkeys.....	9
Aux buttons.....	10
and bridged lines.....	20
Avaya Menu	
about.....	10
button click sounds.....	13
error tones.....	13
text size.....	13
<hr/>	
B	
Bridged Calls	
answering.....	21
joining.....	21
bridged lines.....	20
Browser	
about.....	14
accessing.....	15
Button Click Sounds	
configuring.....	13
Button Labels	
editing.....	14
<hr/>	
C	
Calling a Person	
from the call log.....	17
from the Contacts list.....	17
from the directory.....	15
Call Log	
about.....	23
calling a person.....	17
clearing entries.....	23
removing an entry.....	23
turning off.....	24
viewing.....	23
viewing details.....	23
Call Timers	
configuring.....	12
<hr/>	
Conference Calls	
about.....	19
adding a person on hold.....	19
dropping a person.....	20
dropping the last person.....	20
muting a person.....	20
putting a call on hold.....	19
setting up.....	19
Contacts	
about.....	21
adding a new person.....	22
adding contacts from the call log.....	23
deleting.....	22
editing.....	22
selecting.....	21
Contacts List	
calling a person.....	17
Coverage.....	18
<hr/>	
D	
Directory	
calling a person.....	15
Display	
adjusting brightness.....	13
<hr/>	
E	
Error Tones	
turning off.....	13
<hr/>	
F	
Features	
about.....	15
accessing.....	15
Forwarding	
a call.....	18
turning off.....	19
Forwarding Calls	
about.....	18
<hr/>	
G	
Go To Phone Screen Options on Calling	
setting.....	11
Go To Phone Screen Options on Ringing	
setting.....	11
<hr/>	
H	
Hold	
conference calls.....	19

<hr/>	
I	
Incoming calls	
answering.....	16
Bridged Line.....	16
directing to multiple telephones.....	16
forwarding.....	18
ignoring.....	17
sending directly to voicemail.....	17
sending to coverage.....	18
transferring.....	18
<hr/>	
L	
Language	
changing.....	14
Logging in to your telephone.....	24
Logging out of your telephone.....	24
<hr/>	
M	
Messages	
retrieving.....	24
Muting Calls.....	17
<hr/>	
N	
navigation.....	9
<hr/>	
O	
Options & Settings	
about.....	11
call logging.....	24
changing language.....	14
changing ring pattern.....	14
configuring visual alerts.....	12
go to phone screen on calling	11
go to phone screen on ringing.....	11
o.....	10
redial settings.....	12
Outgoing calls	
making a call.....	17
making a call on a bridged line.....	21
redialing a number.....	17
<hr/>	
P	
Phone Settings	
about.....	11
<hr/>	
R	
Redial.....	17
Redial Options	
setting.....	12
Ring Pattern	
changing.....	14
<hr/>	
S	
SENDALL.....	18
<hr/>	
T	
Telephone Stand	
about.....	10
Text Size	
turning off.....	13
Transfer.....	18
<hr/>	
V	
Visual Alerts	
configuring.....	12
Voicemail	
logging in.....	24