Using Avaya 9608/9608G/9611G IP Deskphones H.323

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Note

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

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Regulatory Statements

Australia Statements

Handset Magnets Statement:

Danger:

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

Industry Canada (IC) Statements

RSS Standards Statement

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

1. This device may not cause interference, and

2. This device must accept any interference, including interference that may cause undesired operation of the device.

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

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

Radio Transmitter Statement

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

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

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

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

Radiation Exposure Statement

This device complies with Industry Canada's RF radiation exposure limits set forth for the general population (uncontrolled environment) and must not be co-located or operated in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition aux rayonnements RF d'Industrie Canada énoncés dans la population générale (environnement non contrôlé) et ne doivent pas être co-situés ou exploités conjointement avec une autre antenne ou émetteur.

Japan Statements

Class B Statement

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

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取扱説明書に従って正しい取り扱いをして下さい。 ＶＣＣＩ－Ｂ

Denan Power Cord Statement

Danger:

Please be careful of the following while installing the equipment:

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

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México Statement

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

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

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

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

Power over Ethernet (PoE) Statement

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

Taiwan Low Power Radio Waves Radiated Devices Statement

802.11b/802.11g/BT:

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

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

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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.

Class B Part 15 Statement

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

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

Radiation Exposure Statement

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

EU Countries

This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from http://support.avaya.com or Avaya Inc., 211 Mt. Airy Road, Basking Ridge, NJ 07920 USA.

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- There is a risk of explosion if you use an incorrect type of battery in the DECT handset. Replace used batteries with the correct battery type: Nickel Metal Hydride (NiMH), rechargeable, size AAA.
  - This product uses NiMH batteries which are recyclable and must not be disposed of as municipal waste to reduce the risk of releasing substances into the environment. At the end of the battery's useful life, remove the rechargeable batteries and take them to the nearest battery collection location to be recycled.
- Ensure that you:
  - Do not operate the device near water.
  - Do not use the device during a lightning storm.
  - Do not report a gas leak while in the vicinity of the leak.
  - Limit the power to the device over telecommunications wiring to 36-57 volt DC or ≤ 1.3 ampere DC.

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Chapter 1: Introduction

Purpose

This document describes how to use product features and capabilities.

Intended audience

This document is intended for people who want to learn how to use product features and capabilities.

Related resources

Documentation

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

Document number	Title	Use this document to:	Audience
Implementing			
16–603603	*Installing and Maintaining Avaya 9608/9608G/9611G/ 9621G/9641G/9641GS IP Deskphones H.323*	Refer to tasks related to installing and upgrading the deskphone.	Administrators
Using			
16–603594	*Using Avaya 9621G/9641G/ 9641GS IP Deskphones H.323*	Refer to tasks related to using the deskphone.	End users and administrators
16-603593	*Using Avaya 9608, 9608G, and 9611G IP Deskphone H.323*	Refer to tasks related to using the deskphone.	End users and administrators

Table continues…

16-603613	*Using Avaya 9608/9608G/ 9611G/9621G/ 9641G/9641GS IP Deskphones H.323 for Call Center Agents*	Refer to tasks related to using the deskphone in a call center.	Call center agents
Administering			
16-300698	*Administering Avaya IP Deskphone 9608/9608G/ 9611G/9621G/9641G/9641GS H.323*	Refer to performing administrative tasks related to the deskphone.	Administrators

Viewing Avaya Mentor videos

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About this task

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

Procedure

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

Note:

Videos are not available for all products.

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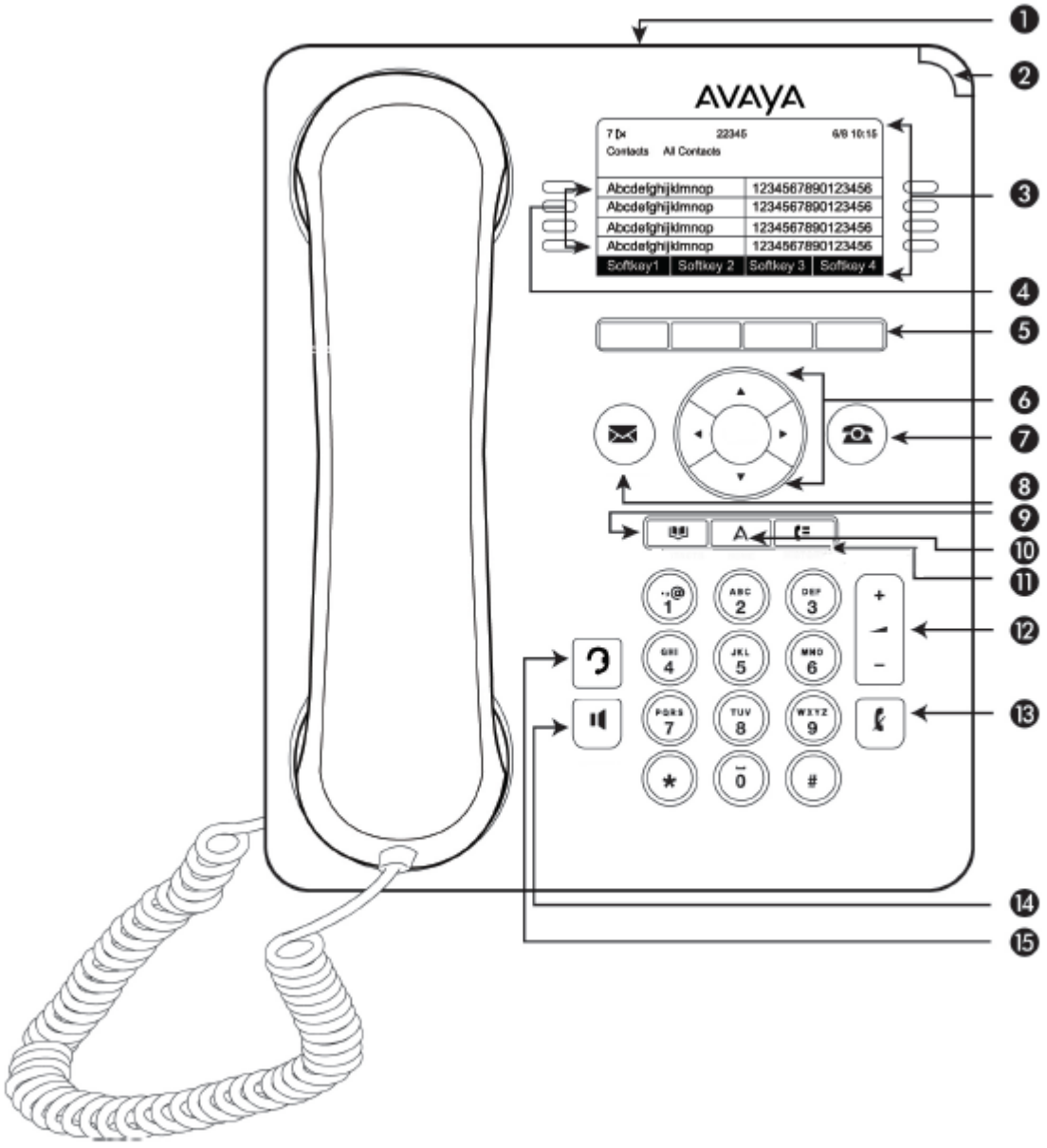
Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service

request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Chapter 2: Setting up the deskphone

Physical layout



Note:

Your deskphone might have labeled buttons.

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

Callout Number	Name	Icon if applicable	Description
1	USB port	N/A	You can use a USB device such as a memory stick, thumb drive, or flash drive to transfer contacts between your phone and an external data source. The USB option is available only if the administrator has configured the feature for your extension. See Importing and Exporting Contacts using USB Devices on page 22 for more information. You can use the USB port for login and as a picture source for screensaver.You can also recharge some battery-powered devices by connecting the device to the USB port.Note: The 9608 and 9608G models do not have a USB port.
2	Message waiting indicator	N/A	An illuminated red light in the upper-right corner of your deskphone indicates that you have a voice mail. If you enabled Visual Alerting on your phone, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the deskphone lights the **Message** button when you have voice mail.
3	Phone display	N/A	The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view other screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your administrator administers the system.
4	Features and call appearance lines	N/A	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. For an incoming call, the green LED blinks. While the deskphone is off-hook, both the red and the green LED glow. Lines also indicate if the system has enabled or disabled a feature in the Feature view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.
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	The **OK** button performs the action of the highlighted option of a menu. 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.
7	Phone		The **Phone** button displays the Phone screen when you press the button. During a call, you can gain access to the following options from the Phone screen: • Hold • Conference • Transfer • Drop call
8	Message		When you press **Message**, you are connected directly to your voice mail system. The deskphone lights this button when you have voice mail messages waiting.
9	Contacts		When you press **Contacts**, the Phone screen displays the entries in your contact list.
10	Home		When you press **Home**, you gain access to the Avaya Menu to configure options and settings, access the browser or any applications available.
11	History		When you press **History**, the Phone screen displays the history of your outgoing, incoming, and missed calls. The icon on the **History** the deskphone lights the button when you have missed calls. The top line shows the **Missed Call** icon and the number of calls that you have missed.
12	Volume		If you press **+** or **-** on the **Volume** button on an active call, the phone increases or decreases the volume of your handset, headset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.
13	Mute		Press the **Mute** button to mute a call in progress. To take a call off mute, press **Mute** again.
14	Speaker		Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the **Headset** button.
15	Headset		Press the **Headset** button to use the headset if connected.

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.

Logging in to your deskphone

About this task

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

If multiple gatekeepers are configured for the phone, the phone stops at the discovery mode in the following conditions:

- The login credentials are incorrect.
- The phone is logged in. One of the gatekeepers is not reachable, because of an upgrade or a network outage. In the discovery mode, press **Reset**. The phone deletes the credentials from the memory, reboots, and displays the login page.

If the administrator has enabled the offline call-log feature on the deskphone, the deskphone downloads the call log database when you log in. The offline call-log database stores the calls that landed on the deskphone while you were not logged in. These calls are added to the call history as missed calls.

Procedure

1. Enter your extension.
2. Press **Enter** or **OK** or **#**.
3. Enter your password.
4. If your administrator configured the system to allow visiting user privileges the deskphone prompts for Login Mode. Use the right or left navigation arrow to indicate whether you are a visiting user of this deskphone (Visiting User) or not (Default).
5. Press **Enter** or **OK**.

Logging out of your deskphone

About this task

If the administrator has enabled the offline call-log feature on the deskphone, the deskphone downloads the call log database when you log in. The offline call-log database stores the calls that

landed on the deskphone while you were not logged in. These calls are added to the call history as missed calls.

Procedure

1. Press **Home**.
2. Press **Log Out** to choose **Log Out**.
3. Press **Log Out** or **OK**.
4. Press **Log Out** to confirm.

   If you logged in to this deskphone as a guest user, the deskphone restores the original settings on logout.

Logging in as a guest user

About this task

Log in to another deskphone as a guest and use the features and functionality of your own deskphone.

Note:

The guest user login option is available on your deskphone only if the administrator has configured the feature. Guest user login does not use the contacts list avaiable on the deskphone. The previous contacts list is cleared, and the deskphone displays only the contacts of the guest user.

Procedure

1. Press **Home**
2. Select **Guest Login**.
3. Enter your extension number.
4. Enter your password.
5. Press **Enter** or **OK**.
6. Scroll left or right to select the expected amount of time from 1 to 12 hours that you might use this deskphone.

   You can log out as a guest at any time despite the duration that you select.
7. Press **Enter** or press **OK**.

Chapter 3: Navigation

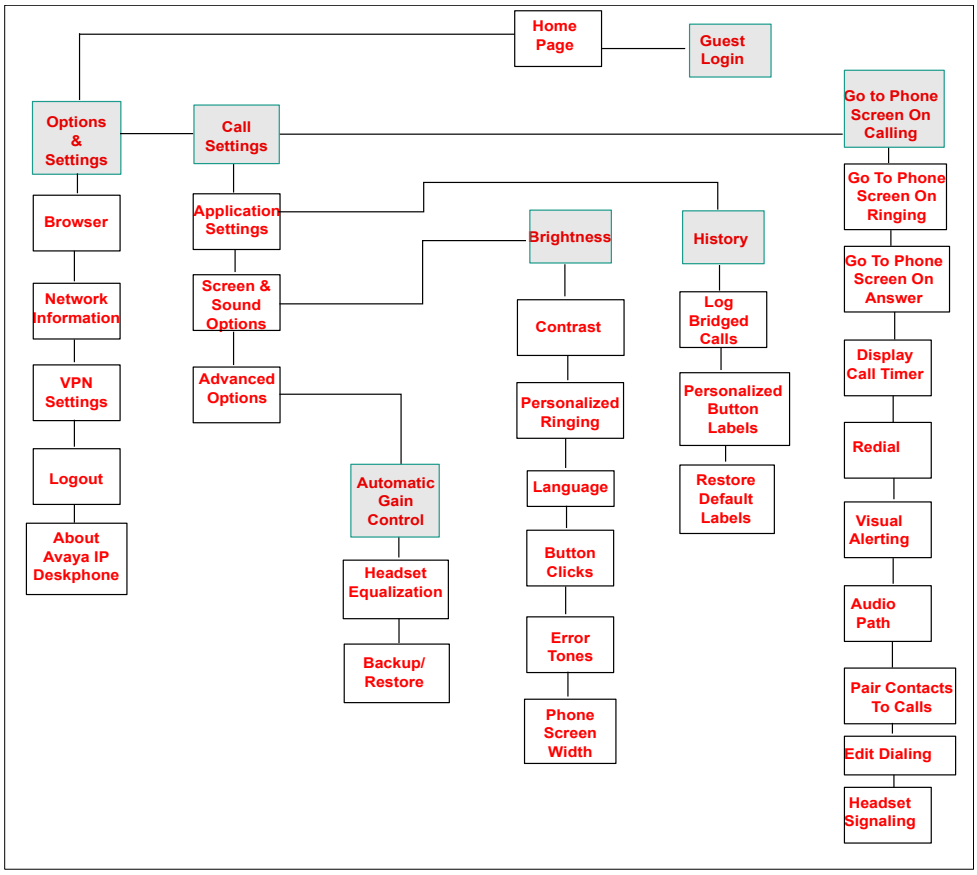
Navigation tips

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

The deskphone displays navigation icons ( ) on the phone display to indicate that you can scroll to more options or information.Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the title line or to move the cursor right or left when entering text.

Menu options

The following image shows the menu options that are available to you to view the current settings and configure the required parameters on the Avaya 9608 and 9611 IP deskphones.



Note:

Some of the options may not be displayed on your deskphone if your administrator has not configured the option for your extension.

Accessing the Features screen

About this task

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

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.

The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.

Related links

CM administrable features on page 19

CM administrable features

The Features menu displays the options that the administrator can configure for your phone. The names of features are often abbreviated to fit into the display area of your deskphone or button module. See the following table for information on standard feature names and their abbreviations. All features described here might not be available on your extension. For more information about a feature, contact your administrator.

Feature Name	Abbreviation
Automatic Dialing	Autodial or SD
Automatic Intercom	Auto Icom or AI
Automatic Callback	Auto Callback, AutoCB
Call Forwarding All Calls	Cfrwd or CFwrd
Call Forwarding Busy/Don't Answer	CFBDA
Park a Call	Call park
Call Pickup	Call pickup
Calling Party Number Blocking	CPN Block
Calling Party Number Unblocing	CPN Unblock
Dial Intercom	Dial Icom
Directed Call Pickup	Dir Pickup
EC500	EC500
Exclusion (Calling Party)	Exclusion
EC500 Extended Calling	Extend Call
Extended Call Pickup	Ext Pickup
Malicious Call Tracing Activation	MCT Act
One-step Recording	Audix Record
Priority Calling	Priority Call
Send All Calls	SAC
Whisper Page	Whisper Act

Note:

Your phone displays the personalized label instead of the feature abbreviations if you have added personalized labels for any of the features.

Related links

Accessing the Features screen on page 18

Chapter 4: Administered options

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.

Call Recording

Your administrator can enable recording for the calls made on your deskphone. If the administrator has call recording enabled for the calls made on your deskphone, a beep can be heard into the audio stream at regular interval, typically about 15 seconds. The beep indicates that the call is being recorded.

Ringing on wireless headsets

For an incoming call, you can set the ringing tone on the wireless headset instead of the speaker of the deskphone.

Note:

This feature is available only if your administrator has configured the feature for your deskphone.

When you go off-hook with the headset or change from a non-headset device to the headset, phone activates the wireless headset. When you go on-hook with an activated headset or change from wireless headset device to non-headset, the phone deactivates the wireless headset.

When an incoming call arrives:

- If the deskphone is in an idle mode, you hear continuous beeps in the wireless headset.
- If the phone is already in a headset call, you hear a short beep in the wireless headset.

Browser

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

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

Using USB flash drives with your phone

You can use Universal Serial Bus (USB) flash drive if your deskphone has a USB interface and you have the permission of the administrator. When you log in to your phone from a remote location, you can use the USB flash drive to add contacts to your Contacts list from an E-mail or other PC software program, and use the pictures from the device as screensaver on your phone.

Avaya offers a PC application Avaya one-X™ Deskphone USB Companion to help set up your USB device phone options. Your administrator has certain setup responsibilities and can then help you determine the options that are available to you and how to use the tool to set them up.

The USB profile login feature is provisioned by the administrator. You can log on to the deskphone based on the USB profile on the USB flash drive connected to the phone. In the USB profile login, only the contacts saved on the USB drive are displayed. You can log out by removing the USB drive.

If you insert the flash drive into the USB jack, the phone displays either a list of USB actions or options, a message that your phone does not support the device, or a message that the phone does not have adequate power to support the device. Power supply to the USB interface depends on the administration settings and on how you have powered the phone. The phone supports USB drives with FAT or FAT32 file systems and does not support USB drives with NTFS file systems and multiple LUNs.

Adding contacts from an external file to your contacts list

About this task

Use a USB flash drive to add contacts from an external file to your contacts list. The contacts list can contain only 250 entries. Contact files merged or written to the contacts list on the phone must be in a specific format. One way to ensure that the file is in the proper format is to export the contacts list of your deskphone to your USB device, which automatically creates a formatted file. Avaya also provides a spreadsheet tool that uses macros to convert your Outlook contacts into the Contacts format that the phone uses. For information on this tool, search for Avaya one-X® USB Companion on the Avaya support site at www.avaya.com/support.

Note:

If your administrator has made a special application available that allows you to log in to your phone through a USB device, and you log in using that method, the only contacts you can see are those on the USB device.

Procedure

1. Plug the USB device into the jack near the center top edge of your phone.
2. Press **Select** or **OK** to select **Merge file and phone contacts**.

   The phone displays the Merge option only when both the USB file and the phone have contacts.
3. The phone merges the contacts automatically. When complete, review the statistics displayed, which show the number of entries, duplicates, and any errors.
4. Press **Save** or **OK** to write the merged Contacts list back to the USB device and return to the list of contacts/USB actions or press **Exit** to return to the list of contacts/USB actions without writing the merged file to the USB device.

   Note:

   If you try to merge more than the maximum 250 entries, the phone displays a List Full screen. You can then either save the first 250 entries or cancel the merging process without transferring the contents to the deskphone.

Overwriting contacts list with an external file

About this task

Use a USB flash drive to replace your entire contacts list with the contacts from an external file. Contacts that you are copying from an external file must have a name and at least one number and not more than three numbers with associated types. If associated types are not provided, the type is considered as general type. Your administrator can provide detailed format information about external data source files.

Procedure

1. Plug the USB flash drive into the jack near the center top edge of your phone.
2. Scroll down to **Replace phone contacts with file**.
3. Press **Select** or **OK**.
4. Review the statistics displayed, which show the number of valid and invalid entries, and if applicable, the number of entries that exceed the 250 contact phone limit.
5. Press **Save** or **OK** to overwrite and replace your contacts list with the file on your USB device or **Cancel** to cancel the replacement and retain your current contact list.

Copying your contacts list to a USB flash drive

About this task

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

Procedure

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

Temporarily using a USB contacts list

About this task

If you connect the USB flash drive to the phone, you can use the contacts file on the drive instead of the contact list on your phone. For example, copy your contacts list to your USB flash drive and take the device with you while traveling. If you have access to a 9600 Series guest phone with the latest phone software at another site, you can attach the USB flash drive and use your contacts list.

Procedure

1. Plug the USB flash drive with the contacts file you want to use into the designated jack near the center top edge of your phone.
2. Scroll down to **Use contacts file while present**.
3. Press **Select** or **OK**.
4. Press **OK** to gain access to the contacts list on your USB flash drive.

Any changes or updates you make to your contacts list while the USB device is connected affect only the temporary file on the USB device, and not your “regular” phone contacts list.

Using pictures from your USB device as a screensaver

About this task

If your USB device has a top level folder named `\Pictures` or another picture folder that is properly administered, you can use pictures in that directory as the screensaver on your phone.

By default, a picture is displayed for 5 seconds. The administrator can configure the time to display. The maximum height and width for each picture on a 9611G IP deskphone is 320 x 240 pixels.

A picture file must be in JPEG (.jpg or .jpeg) format. Your administrator can help you set up this feature. Your administrator can also disable this feature, in which case the **My Pictures** option does not appear on the Avaya Menu.

In addition to the features described in the Using USB Flash Drives with your phone on page 22 the Avaya one-X® Deskphone USB Companion application includes a tool to convert your pictures to the correct format.

Procedure

1. Plug the USB device into the designated jack near the center top edge of your phone.
2. On the phone, press the **Home** button.
3. Select **My Pictures** to immediately begin displaying the pictures from your USB picture folder on the phone and then whenever the screen display “times out” after the administered idle period.

   Note:

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

Chapter 5: Call handling

Answering incoming calls

Answering a call

About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you might need to select the call you want to answer manually. If you do not have the **Go to Phone on Ringing** option enabled, you must press **Phone** to choose a line or view call options.

Note:

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

Procedure

Answer an incoming call in one of the following ways:

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

Making calls

Making a call

About this task

If you are not on a call, dial the number you want to call. 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.

Making an emergency call

About this task

If your administrator configured emergency calling for your deskphone, the Phone screen displays an **Emerg** softkey to immediately connect you with a preset emergency services number.

Note:

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

Procedure

1. On the Phone screen, press **Emerg**.
2. To end the emergency call, press **Drop** or press **Speaker**.

Calling a person from the contacts list

About this task

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

Procedure

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

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

3. Find the contact that you want to call by typing the name of the person as listed.

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

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

Calling a person from the call history

Procedure

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

   Depending on how your administrator has administered your phone, returning a missed call might result in the phone deleting the call history entry when the call goes through.

Making a call using edit dialing

Before you begin

Ensure that the Edit dialing feature is enabled on your deskphone. To set up edit dialing, see Setting dialing options on page 48.

About this task

Using the Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using the **Bksp** softkey, you can edit the number before actually dialing it.

Procedure

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

Calling a person from the directory

About this task

If your system administrator has set up a corporate directory and has made this feature available to you, you can dial other users in your system by name.

Procedure

1. 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 typing the last name of the person you want to call.

   Press each dialpad key one time for each corresponding letter. For example, for “Hill”, press **4,4,5,5**.
3. Select **Next** to view the names alphabetically in the directory.
4. Press **OK** or enter the next letter.
5. Select **Make Call** when you see the name to which you to want to make a call to.
6. Press **OK** to dial the call.

Redialing a number

Procedure

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

   The phone redials the last number or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information on redial settings, see Setting Redial Options on page 47.
2. If you are working with a redial list, scroll to the number to call and press **Call** or **OK**.

   Your system administrator can disable Redial functionality.

Clearing a number

Procedure

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

Note:

You can clear a number by using the backspace button only if you have enabled the Edit Dialing feature on your deskphone.

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 web page 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 deskphone starts a call to the person or number associated with the click to dial link.

Transferring a call

Procedure

1. From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
2. Press **Transfer**.
3. Dial the number if you know the number or call the person from the contacts list or from the history list.
4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call.

Muting a call

About this task

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

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:

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

Putting a call on hold

Procedure

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

   Note:

   The phone might display a hold timer when you put a call on hold. For more information, see Configuring call timers on page 47.
4. Press **Resume** or the line button of the held call to retrieve the call.

About forwarding calls

You can forward your incoming calls to another number or to voice mail. 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.

Related links

Activating call forwarding on page 31
Activating Send All Calls on page 31

Activating call forwarding

Procedure

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

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

Related links

About forwarding calls on page 31

Activating Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to

a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

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

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

Note:

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

Procedure

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

Related links

About forwarding calls on page 31

Chapter 6: Call History

Viewing the call history

Procedure

1. Press **History**.

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

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

   Note:

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

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

Viewing call history details

Procedure

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

   If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number. To log/not log bridged calls, see Turning off call history on page 34.

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

Adding an entry from the call history to your contacts list

Procedure

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

Removing an entry from call history

Procedure

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

Clearing all call history entries

About this task

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

Procedure

1. Press **History**.
2. Press **Clear All**.
3. Press **Clear All** 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 **Home**.
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** to turn call history logging on or off.
5. Press **Save**.

Chapter 7: Contacts

Using the contacts feature

You can save up to 250 names and up to 3 telephone numbers for each name. You can also import or export a Contact list using a USB device; see Importing and Exporting Contacts using USB Flash Drives on page 22 for information.

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 for a contact.

Procedure

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

     Note:

     If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the

character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.

3. Scroll to the next field.
4. Enter the number.
5. Press **More** > **Primary** if applicable.

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

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

   You can add up to two additional numbers for this contact, but you can designate only one number as primary.

8. Press **Save**.

Deleting a contact

Procedure

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

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**.

Viewing the details for a contact

Procedure

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

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

Searching for a contact

You can search for any name as described here, or you can go to a certain group of letters in your Contacts list by pressing the associated dial pad button. For example, if you press 3, the Contacts list might display entries starting with D, E, F or 3 depending on how you set up your contacts and how many times you press 3 in succession.

Procedure

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.

   A contacts search is case-sensitive and depends on how your Contact list is set up. If you set up your contacts as “Last Name, First Name” start typing the letters of the last name. If you have set up your contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

Chapter 8: Conferences

Using the conference feature

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

Adding a person to an active call

About this task

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

Before you begin

You must be on a call.

Procedure

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

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

Adding a person on hold to a conference call

About this task

Use this task to add a person that you have put on hold to a conference call.

Procedure

1. From the Phone screen, select your active call.

2. Press **Conf** to establish a conference, or press **Add** if you are already in a conference.

   The active call goes on hold.
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.

Dropping a person from a conference call

About this task

This feature is not available on all systems.

Procedure

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

Dropping the last participant from a conference call

About this task

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

Procedure

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

   The deskphone drops the last added person from the conference.

Putting a conference call on hold

About this task

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

Procedure

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

Muting a person on a conference call

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

Procedure

1. From the Phone screen, select the line of the person you want to mute during a conference call.
2. Press **Details**.
3. Press **Silence**.
4. Press **Silence** again to take the person off mute.

Chapter 9: Using bridged call appearances

Using bridged call appearances

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

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. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

Procedure

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

   The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.

2. Press **Answer**.

Making an outgoing call on a bridged line

About this task

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

Procedure

1. Select the bridged line you want to use.
2. Press **OK** or select the corresponding call appearance to get a dial tone.

3. Dial the phone number, or call the person from the Contacts list, or call the person from the History list.

Joining a call on a bridged line

About this task

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

Procedure

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

Independent alerting for each bridged call appearance

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

The following four options are available:

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

Chapter 10: Using Voicemail

Receiving your messages

Procedure

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

The **Message** button and the Message Wait Indicator at the upper right corner glows red to indicate that you have a message. You can use this feature only if your administrator has enabled this feature.

Logging into your voice mail

Procedure

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

Chapter 11: Customizing your phone

Options & Settings

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

- **Call Settings**
- **Application Settings**
- **Screen & Sound Options**
- **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.

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

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

The **Advanced Options** menu includes choices for backing up and restoring your settings, options, and button labels.

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

Call Settings

Setting Go to Phone Screen on Calling

About this task

You can configure the **Go to Phone Screen on Calling** option to **Yes** to automatically display the Phone screen when you make a call.

Procedure

1. Press **Home**.
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**, depending on the current setting.
8. Press **Save**.

Setting Go to Phone Screen on Ringing

About this task

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

Procedure

1. Press **Home**.
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**.
8. Press **Save**.

Setting Go to Phone Screen on Answer

About this task

Configure the **Go to Phone Screen on Answer** option to **Yes** to automatically display the Phone screen when you answer a call.

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Answer**.

7. Press **Change** or **OK** to set the option to **Yes** or **No**, depending on the current setting.
8. Press **Save**.

Displaying call timers

About this task

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

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Display Call Timers**.
3. Press **Change** to select **Yes** or **No**.
4. Press **Save**.

Setting redial options

About this task

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

Procedure

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

Configuring visual alerts

About this task

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

Procedure

1. Press **Home**.

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

Setting the audio path

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

Procedure

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

Setting contact names to display during calls

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

Procedure

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

Setting dialing options

About this task

Your phone has the following two dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).

- You can use the edit dialing feature. If you set this feature, you can enter all or part of the number, use backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

Procedure

1. Press **Avaya Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Edit dialing**.
3. Press **Change** to select **On** (Enabled) or **Off** (Disabled).

   When on-hook dialing is in effect, dialpad (edit dial) searches are not available.
4. Press **Save**.

Setting Headset Signaling

About this task

You can set your deskphone to ring through your headset and the speaker. This might be convenient if you want to turn the speaker alert off or you have a wireless headset.

Note:

Not all headsets support audible alerts.

Procedure

1. Press **Home**.
2. Select **Options and Settings**.
3. Select **Call Settings**.
4. Select **Headset Signaling**.
5. Select from the three settings using the corresponding buttons.
   - **None**: No ringing tone is sent to the headset. Headset remains on hook till headset switch-hook button is pressed for an incoming call.
   - **Switchhook** and **Alerts**: Every 5 seconds the phone plays an alert tone in the headset on an incoming call. Both switch-hook buttons of the headset and the phone work for an incoming call.
   - **Switchhook only**: The phone does not send the ringing tone to the headset. Headset switchhook button is non functional.
6. Press **Save** to save the setting or **Cancel** to return to the menu without saving.

Application Settings

Activating call log history

You can activate the call log history through the Settings menu so that you can track the calls made to, or from the phone and use the call history to make outgoing calls again.

Procedure

1. Press **Home**.
2. Select **Options and Settings**.
3. Select **Application Settings**.
4. Select **History**.

   The phone sets the option to **Off** by default. Press **Change** to change the setting to **On**.
5. Press **Save** to save the change.

Activating call log for bridged calls

About this task

You can use the call logs to track the calls on the bridged extension. Follow this procedure to activate the call log for bridged calls through the **Settings** menu.

Procedure

1. Press **Home**.
2. Select **Options & Settings**.
3. Select **Application Settings**.
4. Navigate to **Log Bridged Calls**.

   The phones sets the option to **No** by default. Press **Change** to change the setting to **Yes**.
5. Press **Save** to save the change.

Personalizing labels

About this task

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

Procedure

1. Press **Home**.

   Note:

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

2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Select **Personalize Labels**.
6. Press **Change** or **OK**.

   The phone displays the labels which you can edit.

7. Select the label you want to edit.

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

8. Press **Edit**.
9. Edit the label.

   Press **More** then **Clear** to clear all text fields and start again.

10. Press **Save** or **OK**.
11. **(Optional)** To revert to the default button labels, select **Home** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels**.
    a. Press **Select**.
    b. Press **Default**.

Restoring default button labels

About this task

If you have customized the button labels on your deskphone, you can restore the default button labels. Availability of this feature depends on how the administrator has administered your deskphone. See your system administrator for more information.

Procedure

1. Press **Home**.
2. Select **Options and Settings**.
3. Select **Application Settings**.
4. Navigate and select **Restore Default Button Labels**.

5. Press **Change**.
6. Press **Default**.

Screen & Sound Options

Adjusting the brightness or contrast of the display

Procedure

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

   Note:

   Contrast adjustment applies only to the 9608 IP deskphone and button modules attached to a deskphone with a colour display screen.
8. Press **Change** or **OK**.
9. Select **Phone** or an attached button module.
10. Scroll to the right or left to adjust the brightness or contrast.
11. Press **Save** or **OK**.

Turning button click sounds on and off

About this task

Use the procedure to turn off button click sound.

Procedure

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

Turning error tones on or off

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

Procedure

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

Turning large text on or off

About this task

Use this procedure to increase the font size that the deskphone displays.

Note:

This feature is applicable only for the English language.

Procedure

1. Press **Home**.
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**.

   Note:

   The Text Size option is available only if the administrator has configured the feature through the settings file.
7. Press **Change** or **OK** to change the text size.

   If you set the screen width to **Half**, the **Text size** option would not be available. In this case, if you prefer a split screen, you must turn off large text.
8. Press **Save**.

Setting the phone screen width

Procedure

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

Changing the ring pattern

Procedure

1. Press **Avaya Menu**.
2. Press **Home**.
3. Select **Options & Settings** or **Phone Settings**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Scroll to **Personalized Ringing** and press **Change**.

   Two ring tone categories are available — Classic or Rich. Each category contains eight distinctive ring patterns.The ring tone currently selected displays on the status line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The phone displays the Rich category ring tones by default. The softkey **Classic** indicates the other ring tone category, to allow you to switch between categories.
7. Select a displayed ring pattern, or press the alternate ring tone category softkey **Rich** or **Classic** to select from the eight ring patterns.

   Tip:

   Use the **Rich/Classic** softkey to toggle between the two sets of patterns.
8. If necessary, scroll through the patterns and select one. The phone plays the ring tones once through the speaker as you scroll through the list. Press **OK** to listen to selected ring tone again. Press **Change** to move from one ring tone to the next.
9. Press **Save** to make save your selection.

Changing the display language

Procedure

1. Press **Home**.
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**.

   Note:

   The language option is available only if the administrator has enabled the option for your phone.
7. Select a display language.
8. Press **Select** or **OK**.
9. Press **Yes** to confirm the selected language.

Advanced options

Backing up and restoring your data files

In addition to the automatic backups of telephone information whenever you change or update phone options and settings, and depending on how your system is administered, you can initiate a manual backup of your data files. Data files are personal settings like contacts, favorites, personalized labels for your phone and any applicable button modules, call history, ring tones, and any other phone options and settings you may have set using the **Avaya Menu**. Likewise, if administered, you can restore your data files to the previous settings using the manual restore option. Performing a manual backup or a manual restore of backed up files is not usually necessary, but your system administrator may ask you to do this in the event of system problems.

Procedure

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

5. Select **Advanced Options**.
6. Press **Select** or **OK**.
7. Select **Backup/Restore**.
8. Ensure that you select the **Manual Backup** line, then press **Backup** to start the data file backup.

   The top line displays messages to inform you the backup is in progress and when the backup is complete.

   When the backup is complete, it shows message `Backup successful` or `Failed` depending on the bruri parameter values in the settings file.
9. To restore your data from a backup file, be sure that you select the **Manual Restore** line, then press **Restore**.

   The top line displays messages to inform you that data restoration from the backup file is in progress and when the restoration finishes. Your options and settings now reflect their previous values.

   When the restore is complete, the deskphone displays either `Retrieval Successful` or `Retrieval Failed`.

Turning automatic gain control on or off

About this task

The automatic gain control (AGC) automatically adjusts the audio output level to achieve a constant and better quality audio.

Procedure

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

Selecting handset audio equalization

About this task

For most people, this option is irrelevant. For certain people with hearing difficulties, however, this option can change the audio characteristics of the deskphone and make it easier to hear the far end.

Procedure

1. Press **Avaya Menu**.
2. Press **Home**.
3. Select **Options & Settings**.
4. Select **Advanced Options**.
5. Navigate to **Handset Equalization**.
6. Press **Change**.
7. Select the setting which you want to change by pressing the button against the setting. **Default** setting delivers standard audio performance unless otherwise modified by your administrator. **Audio Opt.** delivers standard audio performance, regardless of what your administrator has chosen. **HAC Opt.** setting delivers “Hearing Aid Compatibility” performance.
8. Press **Save**.

Activating EC500 for simultaneous ringing on multiple phones

About this task

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

Procedure

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

Using the call timer

If your administrator has enabled the call timer feature for your deskphone, you can turn on the call timer to keep a track of the duration of your calls. A softkey labeled **Timer On** displays on the screen when you are on a call.

Procedure

1. To change the value of the displayed call timer, from **Option and Settings**, press the **Call setting** button.
2. Select a Y or N value from the **Display Call Timers** field.
3. Click **OK**.

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