



Avaya one-X™ Deskphone H.323 9608/9611G User Guide

16-603593
Issue 1
August 2010

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Note

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

Documentation disclaimer

Avaya shall not be 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. 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 End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya 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 to Avaya customers and other parties through the Avaya Support Web site: <http://www.avaya.com/support>. Please note that if you acquired the product from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of

capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone products or pre-installed on Hardware. "Hardware" means the standard hardware originally sold by Avaya and ultimately utilized by End User.

License types

Designated System(s) License (DS). End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). With respect to Software that contains elements provided by third party suppliers, End User may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickwrap" license accompanying or applicable to the Software ("Shrinkwrap License"). The text of the Shrinkwrap License will be available from Avaya upon End User's request (see "Third-party Components" for more information).

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation(s) and Product(s) provided by Avaya. All content on this site, the documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil, offense under the applicable law.

Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://www.avaya.com/support/Copyright/>.

Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: <http://www.avaya.com/support/>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

All other trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: <http://www.avaya.com/support>

Contact Avaya Support

Avaya 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>

Warning

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

Power over Ethernet (PoE) warning

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

VCCI-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.

Contents

Chapter 1: Introduction to the 9608/9611G Deskphone	7
Overview	7
Scrolling and navigation	9
About icons	10
Administrative messages	11
Telephone stand	11
Viewing Network Information	12
Chapter 2: Avaya Menu	13
Options & Settings	14
Setting Go To Phone Screen on Calling	15
Setting Go To Phone Screen on Ringing	15
Setting Go To Phone Screen on Answer	15
Changing the display language	16
Setting redial options	16
Setting dialing options	17
Displaying call timers	17
Configuring visual alerts	18
Setting the audio path	18
Setting contact names to display during calls	19
Adjusting the brightness or contrast of the display	19
Turning button click sounds on and off	20
Turning error tones on or off	20
Turning large text on or off	21
Setting the Phone screen width	21
Changing the ring pattern	22
Personalizing button labels	22
Backing up and restoring your data files	23
Turning automatic gain control on or off	24
Browser	24
Accessing your browser	25
Chapter 3: About Features	27
Accessing the Features menu	27
Feature Table	27
Calling a person from the directory	29
Configuring simultaneous ringing for multiple telephones (EC500)	29
Chapter 4: Answering a call	31
Chapter 5: Making a call	33
Making an emergency call	33
Clearing a number	33
Redialing a number	34
Making a call using edit dialing	34
Calling a person from the contacts list	34
Calling a person from call history	35
Making a call using a “click to dial” link	35

Chapter 6: Standard Call-Related Features.....	37
Putting a call on hold.....	37
Muting a call.....	38
Transferring a call.....	38
Conference calls.....	38
Setting up a conference call.....	39
Adding a person on hold to a conference call.....	39
Putting a conference call on hold.....	39
Muting a person on a conference call.....	40
Dropping the last person added from a conference call.....	40
Dropping a person from a conference call.....	40
Forwarding calls.....	41
Forwarding calls.....	41
Send All Calls.....	41
Chapter 7: Bridged call appearances.....	43
Answering a call on a bridged line.....	43
Joining a call on a bridged line.....	43
Making an outgoing call on a bridged line.....	44
Chapter 8: Contacts.....	45
Searching for a contact.....	45
Viewing a contact's details.....	45
Adding a new contact.....	46
Editing a contact.....	47
Deleting a contact.....	47
Chapter 9: Call History.....	49
Viewing call history.....	49
Viewing call history details.....	50
Adding an entry from the call history to your contacts list.....	50
Removing an entry from call history.....	51
Clearing all call history entries.....	51
Turning off call history.....	51
Chapter 10: Using USB Flash Drives with your phone.....	53
Adding contacts from an external file to your contacts list.....	53
Replacing your contacts list with an external file.....	54
Copying your contacts list to a USB flash drive.....	55
Temporarily using a USB contacts list.....	55
Using pictures from your USB device as a screensaver.....	55
Chapter 11: Getting your messages.....	57
Logging into your voice mail.....	57
Chapter 12: About Logging In to and Out of Your Telephone.....	59
Logging in to your telephone extension.....	59
Logging in as a guest user.....	60
Logging out of your telephone extension.....	60
Index.....	61

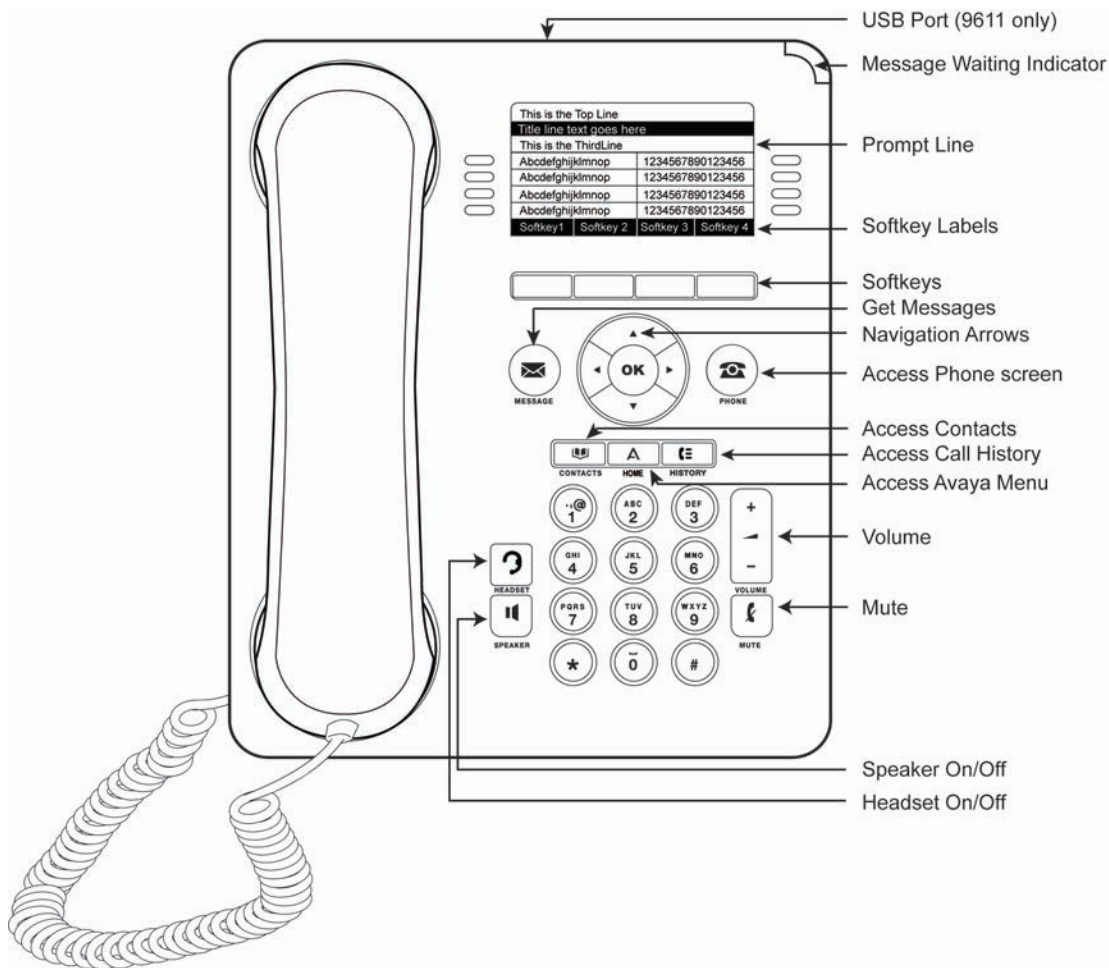
Chapter 1: Introduction to the 9608/9611G Deskphone

Your deskphone provides many features, including a Phone screen to view and manage your calls, call History, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your voicemail. You can also attach up to three button modules to your telephone, to expand the available number of call appearances and features; multiple button modules must all be the same type and model. The 9611G Deskphone provides this information in color, while the 9608 model provides this information in black and white.

The "G" designation in 9611G means this deskphone model has a built-in Gigabit Ethernet adapter which speeds data transmission. The 9608 Deskphone has a smaller display area than the 9611G Deskphone. Unless specifically stated elsewhere in this guide, the two models are essentially the same in terms of features and functionality.

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

Overview



The following table provides button/feature descriptions for the 9608/9611G deskphone.

Name	Description
USB Port	Insert a USB device (also called a memory stick, thumb drive, or flash drive) to transfer contacts between your phone and an external data source; see Using USB Flash Drives with your phone on page 53 for more information. You can also recharge some battery-powered devices by using a USB cable to connect the device to your deskphone's USB port. Note: the 9608 does not have a USB port.
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If visual alerting is enabled, this light flashes when you receive an incoming call.
Missed Call Indicator	The icon on the History button is illuminated when you have missed calls. The top line shows the Missed Call icon and the number of calls missed.

Name	Description
Prompt Line	View the prompt line to see helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus.
Call Appearances	The number of lines available to make or receive calls (call appearances) depend on how your system is administered. Press the line button to initiate or answer a call.
Lines	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. Lines 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.
Message	Press the Message button to connect directly to your voicemail system.
Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another.
Phone	Press Phone to view and manage your calls.
Contacts	Press Contacts to view the entries in your Contacts list.
History	Press History to view the history of your outgoing, incoming, and missed calls.
Home	Press Home to configure options and settings, access the browser, log out, or view network information.
Volume	Press Volume to adjust the volume of the handset, headset, speaker, and ringer.
Headset	Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
Mute	Press Mute to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset.

Scrolling and navigation
















A navigation icon appears in 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.

The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

About icons

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

Icon	Description
	Missed call; a call was not answered or was forwarded to voice mail.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when there is more information than can display in the application area.
	End of a list; scroll up to see choices.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the Volume button until the volume turns off. To reinstate volume, press + on the Volume button.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and not available.

Icon	Description
	Team icon indicating this team member is not on a call but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
	Your administrator may place this icon on one of your softkeys as an energy-saving measure. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.
	Indicates that your phone is in an “Unnamed Registration” state, caused by not entering an extension within 60 seconds of being prompted for one or not entering a password. In this situation, your phone may register with its call server but will show only one call appearance, no features, and will allow only outgoing calls. To switch from the unnamed registration state, login with a valid extension and password.

Administrative messages

Your administrator can send important messages directly to your telephone, for example, notification of an early office closing due to inclement weather or information about an imminent service interruption.

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

- a text message streaming across the top display line, accompanied by an audible alert,
- an audio message broadcasting through the Speaker (or the headset if that device is active),
- an “interrupt” screen notifying you that you are receiving an audio alert, with instructions for canceling the message or resuming your previous activity, such as continuing a call.

While receiving an audio message, you can switch between the Speaker, handset, and headset as desired, can terminate the pushed audio content by “going on-hook,” and can adjust the volume, as you normally would during a call.

Telephone stand

The telephone stand attaches to the phone in one of two ways so that you can place the phone in a relatively flat position or at an angle. If your phone is in the upright position for wall

mounting, 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.

Viewing Network Information

Your system administrator may ask you to check certain phone or network settings to investigate problems. Access network information from the Home Screen. Network Information has five different viewing options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, and Miscellaneous.

Your system administrator will instruct you further as to which network information options and settings are needed.

Chapter 2: Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Home 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:

 **Note:**

The menus and sub-menus that appear depend on how your extension was administered. Some options or sub-menus may not be available. Contact your System Administrator if you have any questions.

Sample Menu 1	Sample Menu 2
<ul style="list-style-type: none">> Options & Settings> Browser> Network Information> Guest Login> Log Out> About Avaya one-X	<ul style="list-style-type: none">> Your 1st Web Application> Phone Settings> Log Out> About Avaya one-X> My Pictures

 **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. See [Options & Settings](#) on page 14 for more information.

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 and provides diagnostic information. See [Viewing Network Information](#) on page 12 for information. If your administrator has set up Web applications, this option appears under the Phone Settings menu instead.

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

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

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

My Pictures lets you use pictures from a USB device as your telephone screensaver, but is only available on those deskphones with a USB interface.

Options & Settings

The Options & Settings menu contains choices for:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options
- Network Information
- VPN Settings

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

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

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 (Automatic Gain Control) for your headset, handset, and/or speaker audio.

Network Information has a sub-menu with five different viewing options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, and Miscellaneous. Your system administrator may ask you to use this option to check certain phone or network settings to investigate problems.

VPN Settings, if your deskphone is part of a Virtual Private Network and if you have authorization to view or change associated settings. If you are an authorized VPN user, see the VPN Setup Guide for 9600 Series IP Telephones (Document Number 16–602968) for information.

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.

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 **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** to set the option to Yes or No.
 8. Press **Save**.
-

Setting Go To Phone Screen on Answer

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

-
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**.
-

Changing the display language

-
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....
 7. Select a display language.
 8. Press **Select** or **OK**.
 9. Press **Yes** to confirm the selected language.
-

Setting redial options

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

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

Setting dialing options

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

 **Note:**

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

-
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 Edit Dialing.

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

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

Displaying 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 **Home**.
 2. Select Options & Settings or Phone Settings.
 3. Press **Select** or **OK**.
 4. Select Call Settings.
 5. Press **Select** or **OK**.
 6. Select Display Call Timers.

7. Press **Change** or **OK** to change the setting.
 8. Press **Save**.
-

Configuring visual alerts

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

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

Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call. If your system administrator has set up auto-answer, incoming calls are also answered on the default audio path you designate here.

-
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 Audio Path.

7. Press **Change** or **OK** to change the Speaker or Headset setting.
 8. Press **Save**.
-

Setting contact names to display during calls

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

-
1. Press **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**.
-

Adjusting the brightness or contrast of the display

-
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 Brightness or Contrast.

 **Note:**

Contrast adjustment applies only to a button module attached to a deskphone with a color display screen. You cannot adjust the contrast of the deskphone's color display screen itself.

7. Press **Change** or **OK**.
 8. Select Phone or an attached Button 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 **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 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 **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 Error Tones.

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

Turning large text on or off

The Large Text option does not apply to the 9611G IP Deskphone.

-
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.
 7. Press **Change** or **OK** to turn large text on or off.
 8. Press **Save**.
-

Setting the Phone screen width

-
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 Phone Screen Width.
 7. Press **Change** or **OK** to change the screen width from Full (each call appearance or feature occupies the entire width of a line) to Half (each call appearance or feature occupies half the width of a line, effectively splitting the screen in half) or Half to Full.
 8. Press **Save**.
-

Changing the ring pattern

1. Press **Home**.
2. Select Options & Settings or Phone Settings.
3. Select Screen & Sound Options.
4. Press **Select** or **OK**.
5. Scroll to and select Personalized Ringing.
Two ring tone categories are available — Classic or Rich. Each category contains eight distinctive ring patterns. The ring tone currently selected displays on the prompt line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The first softkey indicates the other ring tone category, to allow you to switch between categories.
6. Select a displayed ring pattern, or press the alternate ring tone category softkey (labeled either **Rich** or **Classic**) to select from the eight alternative ring patterns.



Tip:

Use the **Rich/Classic** softkey to toggle between the two sets of patterns.

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

Personalizing button labels

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

1. Press **Home**.



Note:

To edit a label on an attached Avaya BM12 Button Module, press the **Edit** button on the module instead and proceed to Step 9.

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.
If the label you want to edit is on the Features menu, scroll right to access the Features menu, and select the label you want to edit.
 9. Press **Edit**.
 10. Edit the label using up to 13 characters.
Press **More** then **Clear** to clear all text fields and start over.
 11. Press **Save** or **OK**.
 12. You may revert back to the default button labels by selecting **Home > Options & Settings > Application Settings > Restore Default Button Labels** and pressing **Default**.
-

Backing up and restoring your data files

In addition to the automatic backups of telephone information whenever you change or update 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 options and settings you may have set using the Avaya Menu. Likewise, if administered, you can restore your data files to their 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.

-
1. Press **Home**.
 2. Select Options & Settings or Phone Settings.
 3. Press **Select** or **OK**.
 4. Select Advanced Options.
 5. Press **Select** or **OK**.
 6. Select **Backup/Restore**.

7. Be sure the Manual Backup line is selected, 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.
 8. To restore your data from a backup file, be sure the Manual Restore line is selected, 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 is finished. Your options and settings now reflect their previous values.
-

Turning automatic gain control on or off

1. Press **Home**.
 2. Select Options & Settings...
 3. Press **Select** or **OK**.
 4. Select Advanced Options...
 5. Press **Select** or **OK**.
 6. Select Automatic Gain Control...
 7. Press **Select** or **OK**.
 8. Select the device (Handset, Headset, or Speaker) for which you want to turn AGC on or off.
 9. Press **Change** or **OK** to turn AGC on or off.
 10. Press **Save**.
-

Browser

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

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

Accessing your browser

-
1. Press **Home**.
 2. Press **Browser** or **OK**.
-

Chapter 3: About Features

Your administrator may have set up your telephone so that it presents the Features as described in this chapter together on one screen with your call appearances; if so, the features work as described in this chapter, but they do not appear on a separate Features menu. The Features menu gives you access to Speed Dial buttons and advanced telephony features, such as Directory, Abbreviated Dial, and Call Forwarding. Directory allows you to dial other users on your system by name. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. When set to “on,” EC500 allows calls to your desk phone to also be sent to your cell phone. The particular features available to you depend on what your administrator has assigned to your phone.

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

Accessing the Features menu

1. From the Phone screen, scroll right to access the Features menu.
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.
To return to the main Phone screen, press **Phone** or scroll to the left. Scrolling right displays the System Numbers menu screen; scrolling right again displays the Phone screen.
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.

Feature Table

Feature names are often abbreviated to fit your deskphone or button module display area. Use this table as a cross-reference to some standard feature names and their corresponding

common abbreviations. Depending on how your system is administered, not all features shown here may be available to you. For detailed information about a feature, contact your system administrator. Features can appear as part of the Features menu, on a softkey, or on an attached button module, depending on how your deskphone or button module is administered.

Feature Name	Common Abbreviation
Automatic Dialing	Phone number or extension set up by your administrator as an auto-dial number, followed by a telephone icon, "Autodial." or "AD."
Automatic Intercom	Auto Icom or AI
Automatic Callback	Auto Callback; AutoCB
Call Forwarding All Calls	Cfrwd or CFwrđ with a third-party's extension if applicable
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 Unbloctng	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 or SAC with a third-party's extension, if applicable
Whisper Page	Whisper Act

 **Note:**

If you have personalized labels for any of the features available to you, the personalized label is displayed instead of the feature abbreviations shown here.

Calling a person from the directory

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.

-
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 spelling the last name of the person you want to call. Press each dialpad key one time for each corresponding letter. For example, for "Hill", press **4,4,5,5**.
 3. Select **Next** to view the next name alphabetically in the directory, if necessary.
 4. Press **OK** or enter the next letter.
 5. Select **Make Call** when you see the name you want.
 6. Press **OK** to dial the call.
-

Configuring simultaneous ringing for multiple telephones (EC500)

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

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

Chapter 4: Answering a call

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

 **Note:**

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

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.
- To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the **Phone** button. You can then press the line for the incoming call or scroll to it.
- To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes (see [Setting Go To Phone Screen on Ringing](#) on page 15).

Answering a call

Chapter 5: Making a call

If you are not on a call, simply dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list.

-
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

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

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

Clearing a number

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

Redialing a number

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

The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial. See [Setting redial options](#) on page 16 for information on redial settings.

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

Your system administrator can disable Redial functionality.

Making a call using edit dialing

Prerequisites

Your system administrator has to authorize this function. To set up edit dialing, see [Setting dialing options](#) on page 17.

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

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

Calling a person from the contacts list

You can call someone in your Contacts list by touching the name in the 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 will scroll to the first match in your list.

-
1. Press the **Contacts** button.
 2. Select the person or primary number you want to call.
To call a non-primary number, select the person, press **Details**, then select the desired number.
 3. Locate the contact you want by starting to type the person's name as it is listed.
For example, if you added John Smith to your Contacts List as "Smith, John" you would start typing his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
 4. Press **Call** or **OK**.
-

Calling a person from call history

-
1. Press the **History** button.
 2. Scroll to the left or right to view a separate list of all, un-answered, answered, or outgoing calls.
 3. Scroll up or down to select the person or number you want to call.
 4. Select the person or number you want to call.
 5. Press the **Call** softkey or the **OK** button.
Depending on administration, returning a Missed Call may result in that call history entry being deleted when the calls goes through.
-

Making a call using a "click to dial" link

-
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**.

Making a call

The deskphone initiates a call to the person or number associated with the click to dial link.

Chapter 6: Standard Call-Related Features

Your deskphone offers standard call-related features like muting a call, transferring a call, forwarding calls, and conferencing.

Depending on the action you want, either press the appropriate button on the face of the phone or press the appropriate softkey while on the call.

Related topics:

[Putting a call on hold](#) on page 37

[Muting a call](#) on page 38

[Transferring a call](#) on page 38

[Conference calls](#) on page 38

[Forwarding calls](#) on page 41

Putting a call on hold

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

 **Note:**

A hold timer may display when you put a call on hold. For more information, see [Displaying call timers](#) on page 17.

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

Muting a call

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

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

Transferring a call

-
1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
 2. Press **Transfer**.
 3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
 4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**
-

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.

Related topics:

[Setting up a conference call](#) on page 39

[Adding a person on hold to a conference call](#) on page 39

[Putting a conference call on hold](#) on page 39

[Muting a person on a conference call](#) on page 40

[Dropping the last person added from a conference call](#) on page 40

[Dropping a person from a conference call](#) on page 40

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 History list.
 4. When the person answers, press **Join** or **OK** to add the person to the existing call.
 5. Press **Add** and repeat these steps to add another person to the conference call.
 6. Press **Drop** at any time to drop the last person added to the conference call.
-

Adding a person on hold to a conference call

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

Putting a conference call on hold

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

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

Muting a person on a conference call

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

-
1. From the Phone screen, 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.
-

Dropping the last person added from a conference call

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

Dropping a person from a conference call

This feature is not available on all systems.

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

3. Select the person you want to drop.
 4. Press **Drop**.
-

Forwarding calls

You can forward your incoming calls to another number or to voicemail. 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.

Related topics:

[Forwarding calls](#) on page 41

[Send All Calls](#) on page 41

Forwarding calls

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

-
1. From the Phone screen, scroll right to access the Features menu.
 2. Select the forwarding feature you want to activate..
 3. Press **Select** or **OK** to turn the call forwarding feature on.
When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.
 4. Enter the number to which you want to forward your calls as the destination.
After you enter the forwarding number, you hear a confirmation tone and the associated LED lights.
 5. Press **Select** or **OK** to turn the call forwarding feature off if it is already on.
-

Send All Calls

When Send All Calls (SAC) is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on

your phone, a 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 telephone Features list.

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

Chapter 7: Bridged call appearances

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

Answering a call on a bridged line

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

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

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

2. Press **Answer**
-

Joining a call on a bridged line

You can join an existing call on a bridged line.

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

Making an outgoing call on a bridged line

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

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

Chapter 8: Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can also import or export a Contact list using a USB device; see [Using USB Flash Drives with your phone](#) on page 53 for information.

 **Note:**

When you press the **Contacts** button you may not see all the functionality described in this chapter. This would be because your system administrator has disabled changes to Contacts.

Searching for a contact

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

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

Viewing a contact's details

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

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

Adding a new contact

You can add up to three numbers for a contact.

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

 **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.

4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable.
The primary number is the one that will always display without having to go into contact details.
6. Select the next field.
7. Select the type of number entered (general,work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7.

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

9. Press **Save** or **OK**.
-

Editing a contact

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

Chapter 9: Call History

The History screen provides a list of recent calls, with information about call disposition (missed, answered, or outgoing) and with caller name and number (where available), call time, and call duration. Call History also shows bridged calls and the number of missed calls from a given calling number. If you are a member of a call pickup group, any calls you picked up for another person or that you missed and were answered by someone else in your pickup group are shown with a Forwarding icon to allow you to review details of that type of call. When you have one or more missed calls, the History button lights and the Missed Calls icon and the number of missed calls display on the top line. To call a person listed in your Call History, see [Calling a person from call history](#) on page 35.

Viewing call history

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

 **Note:**

When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with their call information. See [About icons](#) on page 10 for a description of presence icons.

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

Viewing call history details

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

 **Note:**

To see details of other calls, scroll up or down.

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](#).

4. Press **Back** to return to the list view.
-

Adding an entry from the call history to your contacts list

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

Removing an entry from call history

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

Clearing all call history entries

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

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

Turning off call history

You can 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.

-
1. Press **Home**.
 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 history logging you want to turn off.
To turn off logging your calls, select History. To turn logging of bridged lines on or off, select Log Bridged Calls.
 7. Press **Change** or **OK** to turn call history logging on or off.
 8. Press **Save**.
-

Chapter 10: Using USB Flash Drives with your phone

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

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

 **Note:**

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

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

Adding contacts from an external file to your contacts list

Use a USB flash drive to add contacts from an external file to your contacts list. Keep in mind that your contacts list cannot have more than 250 entries. Contact files merged or written to the phone's contacts list must be in a specific format. One way to ensure that the file is in the proper format is to export your telephone's Contacts list to your USB device, which automatically creates a properly formatted file. Avaya also provides a spreadsheet tool that uses macros to convert your Outlook contacts into the Contacts format the telephone uses. For information on this tool, search for “Avaya one-X USB Companion” on the Avaya support site at <http://www.avaya.com/support>.

 **Note:**

If your administrator has made a special application available that allows you to log in to your phone via a USB device, and you log in that way, the only Contacts you can see are those on the USB device itself.

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

 **Note:**

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

Replacing your contacts list with an external file

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

-
1. Plug the USB flash drive into the jack near the 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, how many entries exceed the 250 contact phone maximum.
 5. Press **Save** or **OK** to overwrite and replace your contacts list with the file on your USB device or **Cancel** to cancel the replacement and retain your current contact list.
-

Copying your contacts list to a USB flash drive

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

-
1. Plug the USB flash drive into the jack near the 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 currently has a contacts file on it, press **Save** or **OK** to confirm that you want to overwrite that file with the telephone's contact list.
-

Temporarily using a USB contacts list

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

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

Using pictures from your USB device as a screensaver

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

screensaver. Each picture displays for 5 seconds unless you specify a different value (from 5 seconds to 999 seconds). The maximum allowable height and width for each picture on a 9608 IP Deskphone is 180 x 120 pixels. The maximum allowable height and width for each picture on a 9611G IP Deskphone is 240 x 320 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 will not appear on the Avaya Menu.

In addition to the features described in the [Using USB Flash Drives with your phone](#) on page 53 the Avaya one-X™ Deskphone USB Companion application includes a utility program to convert your pictures to the correct format.

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

 **Note:**

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

Chapter 11: 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 voice mail

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

Chapter 12: About Logging In to and Out of Your Telephone

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

 **Note:**

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

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

 **Note:**

When you use the USB Login, the only Contacts you will be able to see are the Contacts on the USB device. See [Using USB Flash Drives with your phone](#) on page 53 for more information.

Logging in to your telephone extension

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 in as a guest user

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

-
1. Press **Home**.
 2. Select Guest Login.
 3. Enter your extension.
 4. Enter your password.
 5. Press **Enter** or **OK**.
 6. Scroll left or right to select the expected amount of time (1 to 12 hours) you will use this phone. You can log out as a guest at any time despite the duration you select.
 7. Press **Enter** or **OK**.
-

Logging out of your telephone extension

-
1. Press **Home**.
 2. Scroll down and select Log Out.
 - 3.
 4. Press **Log Out** to confirm.
-

Index

A

Administrative messages	
about	11
AGC	24
applications	
contacts	45
audio path	
on-hook	18
auto-answer	18
Avaya Menu	
about	13
options	14
screen width	21
text size	21

B

Back up data files	23
bridged call appearance	
about	43
joining	43
Bridged Calls	
answering	43
Browser	
about	24
accessing	25
button click sounds	
configuring	20
Button labels	
personalizing	22
Button labels, restoring to default labels	22

C

call history log	
about	49
Call history, calling from	35
Call Timers	
displaying	17
Call-Related Features	
about	37
calling	
using a click to dial link	35
calling a person	
from the contacts list	34

from the directory	29
Clearing a number	33
click to dial	
making a call using	35
conference calls	
about	38
dropping the last person	40
muting a person	40
putting a call on hold	39
setting up	39
Conference Calls	
adding a person on hold	39
dropping a person	40
contacts	19, 34, 45, 47, 50, 53–55
using temporary USB files	55
about	45
adding from call history	50
calling a person	34
copying to USB flash drive	55
deleting	47
editing	47
merging USB files with	53
name display during calls	19
searching	45
selecting	45
Contacts	
adding a new	46
importing/exporting via USB flash drives	53
copying contacts list to USB file	55
coverage	41

D

Dialing Options	
setting	17
directory	
calling a person	29
display	
adjusting brightness	19
adjusting contrast	19

E

Edit dialing	17, 34
Emergency call	33
error tones	

turning off20

F

Feature abbreviations27
Feature table27
Features
 about27
 accessing27
Flash drives53
forwarding
 a call41
Forwarding calls
 about41

G

Go To Phone Screen on answer
 setting15
Go To Phone Screen on calling
 setting15
Go To Phone Screen Options on ringing
 setting15
guest login60
Guest login59

H

Handset24
Headset24
History clearing all call entries51
History, calling from35
History, of calls49
History, removing a call from51
History, turning off51
History, viewing call details50
History, viewing for calls49
hold
 conference calls39

I

Icons in telephone display
 about10
incoming calls
 directing to multiple telephones29
 forwarding41
 sending to coverage41
 transferring38
Incoming calls
 answering31

L

Language
 changing16
legal notices2
logging in as a guest60
Logging in to your telephone59
logging in to your telephone extension59
Logging out of your telephone extension59
Login as a guest user59

M

Memory sticks53
messages
 getting57
Messages
 about11
muting calls38

N

navigation arrows
 right and left9
 up and down9
Navigation Arrows
 page control37
 right37
 up & down37
Network information
 viewing12

O

On-hook dialing17
Options & Settings
 about14
 changing language16
 changing ring pattern22
 configuring visual alerts18
 go to phone screen on answering15
 go to phone screen on ringing15
 phone screen on calling15
 redial settings16
 Setting dialing options17
Options & Settingscall history51
outgoing calls
 making a call33
 making a call on a bridged line44

redialing a number	34	setting	21
Outgoing Calls		screensaver	
edit dialing a number	34	from USB pictures	55
<hr/>			
P		scrolling and navigation	
Phone Screen Options on calling		about	9
setting	15	SENDALL	41
Phone Settings		Speaker	24
about	14	<hr/>	
pictures		T	
from USB files as a screensaver	55	Telephone display icons	
<hr/>			
R		about	10
redial	34	Telephone stand	
redial options		about	11
setting	16	text size	
replacing contacts list with an external file	54	turning off	21
Restore data files	23	Thumb drives	53
Ring Pattern		Transfer	38
changing	22	<hr/>	
<hr/>			
S		U	
screen width		USB files	53 , 55
		merging with contacts list	53
		pictures	55
		USB flash drives	
		working with	53
		<hr/>	
		V	
		Visual Alerts	
		configuring	18
		Voice mail	
		logging in	57

