

Avaya one-X™ Deskphone Edition

For 9611 IP Telephone

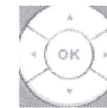
Quick Reference Guide



**Note: Some features may not be programmed*

Icon	Descriptions
	Missed call; a call was not answered or was forwarded to voice mail
	Incoming Call (Displayed on ringing line)
	Call is active.
	Call is on hold.
	Calls are being forwarded.
	Conference is active.
	Conference call on hold.

Scrolling and Navigation



Up and Down Navigation Arrows

- Use the Up and Down Navigation arrows to scroll through lists.

Right and Left Navigation Arrows

- Use the **Right** or **Left** Navigation arrows to navigate between screens when indicated by the Prompt Line paging icon (left and right facing arrows) or to move the cursor when entering text.

OK Button

When you scroll to a line on the display, that line is selected. The selected line is highlighted in black and white letters. The softkey labels will change according to the options available for the highlighted line. Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number for you.

Answering and Making a Call

Answering a Call

1. When an inbound call rings, the Bell icon appears next to the Line Appearance.
2. Answer an incoming call in one of the following ways:

Option	Description
If you are not on another call	Lift the handset, <i>or</i> press the Speaker to answer using the speakerphone, <i>or</i> press Headset to answer using the headset.
If you are on another call	From the Phone screen, scroll to the line with the incoming call and press Answer/Hold .

Making a Call

1. Lift the handset, *or* press **Speaker** or **Headset**, or select an available line and press **OK**
2. Dial the number you want to call.

Putting a Call on Hold-A call placed on Hold cannot be Picked. See Park

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

Transferring a Call

1. From the **Phone** screen, select the line you want to transfer.
2. Press **Transfer**.
3. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the History list.
4. Press **Complete** to transfer the call.
To stop the transfer and return to the caller, press the Cancel softkey on the bottom of display.

Conference Calls (6 Maximum)

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the Call Log list.
4. Press **Join** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.

Adding a person on hold to a conference call

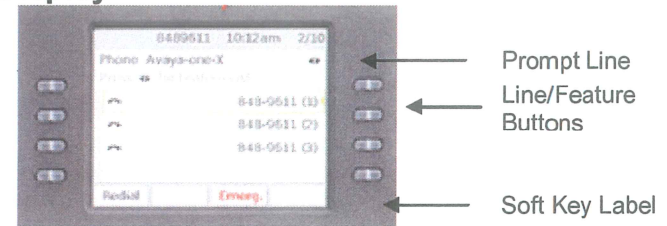
1. From the Phone screen, select your active call.
2. Press **Conf**, *or* **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

*Dropping a person from a conference call

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

Telephone Overview

Telephone Display



Your Phone Display Contains the Following Information:

- **The Top Line** of the display shows your extension number, date and the time.
 - If you have missed calls, the left hand side of this top line will display the missed call icon, which will include the number of calls you have missed. Your Call Log button will also be lit.
 - If any of the phones "Forwarding" features are active, the forwarding icon will be displayed as well.
- **The Prompt Line** will display prompts to help you navigate through extra features on your phone.
- **The Line button** area alternates between the extension lines you use to place and receive calls and the features that are programmed on your phone.
 - These line buttons include LED lights which will light to show when a line or feature is active.

The bottom of the display screen is the softkey area. When the phone is idle, you will see a minimum of a REDIAL, SEND ALL options. (More buttons can be added by your system administrator.) While on a call, the softkey features include: **Hold**, **Conf**, **Transfer** and **Drop**. When an inbound call rings, the softkey features include: **Answer**, **To Vmail** (incoming call goes to voicemail) and **Ignore** (to turn off the ringer),

PHONE BUTTON



Press the Phone button anytime to return to the main Phone screen to view and manage your calls.

MESSAGE BUTTON



To retrieve voicemail messages, press the Message button, and follow prompts to navigate through your mailbox.

MUTE BUTTON



Press the Mute button. The other party cannot hear you. *The Mute button lights when your call is muted.* To reinstate two-way conversation, press the Mute button again.

Call History

Calling a person from the call history

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

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 name and telephone number, if necessary.
5. Press **Save**.

Contacts

The telephone allows you to store up to **250** names and telephone numbers.

Calling a person from the Contacts list

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

Adding a new contact

1. Press **Contacts**.
2. Press **New**.
3. Enter the name using the dialpad.
 1. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 2. Pause before entering the next character if the characters are on the same key.
 3. Enter remaining letters or numbers.
 4. Press **Bksp** to delete the last character.
 5. Press **More** --> **Abc** to change between upper and lower case letters or to enter numbers.
 6. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
 7. Press **More** --> **Symbols** to enter characters that are not on your dialpad.
 8. Select the symbol you want to use.
 9. Press **OK** to select the symbol.
 10. Press **Clear** to delete all text and start over.
4. Select the next field.
5. Enter the telephone number.
6. Press **Save** or **OK**.

Editing a contact

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

Features menu

The Features menu gives you access to advanced telephony features, such as Directory, Call Forwarding, Speed Dial, and Abbreviated Dial buttons. Directory allows you to dial other users on your system by name. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. EC500 allows you to answer your incoming calls from your desk phone or another phone. Forwarding features are also listed in the Forward menu. The particular features available to you depend on what your administrator has assigned to your phone.

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

Accessing the Features menu

1. From the Phone screen, scroll right to access the Features menu.
2. Scroll down to see the features that have been administered for your extension.

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

Note:

The LED next to the feature name indicates if the feature is currently on or off. If the light is on and a check mark displays to the left of the feature label, the feature is 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 SendAll softkey appears on the Phone screen. Pressing SendAll turns Send All Calls on. If it is already on, pressing SendAll turns it off. You can also turn Send All Calls on or off by using the telephone Features list.

1. From the Phone screen, Press the SendAll soft key.
2. Check Mark will appear to indicate feature is Active.
3. Press Soft key again to De-activate Send All Calls

Programming SD or Speed Dial Buttons

Speed Dial buttons allow numbers that are dialed frequently to be assigned to a Feature Key on your Telephone. You will program the number onto the key and then through the Avaya Home Menu you will be able to Re-Label them to show a name.

In order to Program a SD key, you must be in Program Mode. To enter Program Mode, from the Phone Screen, scroll right to access the Feature Screen. Scroll up or down until you see the Abr Prog key.

1. Press the Feature Key next to Abr Program. Your speaker will light, and the phone screen will prompt you to Press the button you wish to program.
 2. Press the Feature key next to any available SD. Phone screen will prompt you to enter the number, followed by the # sign. Remember to begin with **8** for outside lines.
 3. The number will now appear in the telephone Display.
 4. To program additional SD buttons, go to Step 2.
 5. When finished programming, press the Speaker button to end program mode.
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Directory

1. From the Phone screen, scroll right to access Features List.
2. Highlight **Directory**.
3. Press **Select** or **OK**.
4. Use the dial pad keys to start spelling the last name of the person you want to call.

Note: Press each dial pad key one time for each corresponding letter.
For example, for "Hill," press 4, 4, 5, 5

5. If you want to scroll to the next displayed name, alphabetically, select **Next**.
6. Press **OK**, or enter the next letter.
7. When the name you want is indicated, select **Make Call**.
8. Press the Phone button to return to your Phone Screen

Call Forward

The Call Forward Feature allows users to Forward their Desk telephones to another number of their choice.

1. To Activate the Call Forward Feature, from the Phone Screen arrow right to access the Feature Screen.
2. Press the Call Forward feature key and Dial the number where the calls should be forwarded.
3. You will hear a 3 beep confirmation tone and the Feature button will light Green
4. Press the Call Forward button again, to cancel Call Forwarding.

Call Park and Park Retrieve

The Avaya Telephone system has the Call Park and Park Retrieve features in place of the Hold/Pick feature.

1. To Activate Call Park, from the Phone Screen arrow right to access the Feature Screen.
2. Press the Call Park button, and hang-up.

To reconnect to the Parked Call at another location:

1. From the Phone Screen arrow right to access the Feature Screen.
 2. Press the Park Retrieve button and Dial the extension where the Call was answered.
 3. You will hear a 3 beep confirmation tone and be connected to the call.
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Options & Settings

Press the **Avaya Menu**  **Home** button select Options & Settings to view and change the following options:

CALL SETTINGS

- **Go to Phone Screen on Ringing** When set to "Yes", this feature automatically takes you back to the Phone screen when a call is received. When set to "No" screen will not automatically change to Phone screen. Set to "No" when adding several new Contacts.
- **Pair contacts to calls** Off and On. When set to "On" incoming calls from numbers programmed in Contacts name will appear on your display as programmed in the Contacts.
- **Audio Path** set to Speaker or Headset. Default is Handset. When dialing a number and telephone is on hook speaker is activated. Change to Headset when using a Headset.
- **Redial Set** to List to see a list of the last 4 numbers that were dialed from your telephone.
- **Visual Alerting** Off and On. Set to On to have the voicemail light flash to indicate an incoming call.

APPLICATION OPTIONS

- **Labels**
- Press Change → Select label to change **Note** if SD button is on the Features Menu, scroll right to access the Features Menu, and select label to edit.
- Use the telephone dial pad to enter the new label. Press the Save softkey to save the new label.

SCREEN AND SOUND OPTIONS

- **Personalize Ringing** There are 8 Classic ring patterns and 8 Alternate ring patterns
- **Button Clicks.** Off and On. Set to Off to Silence the keys clicks.