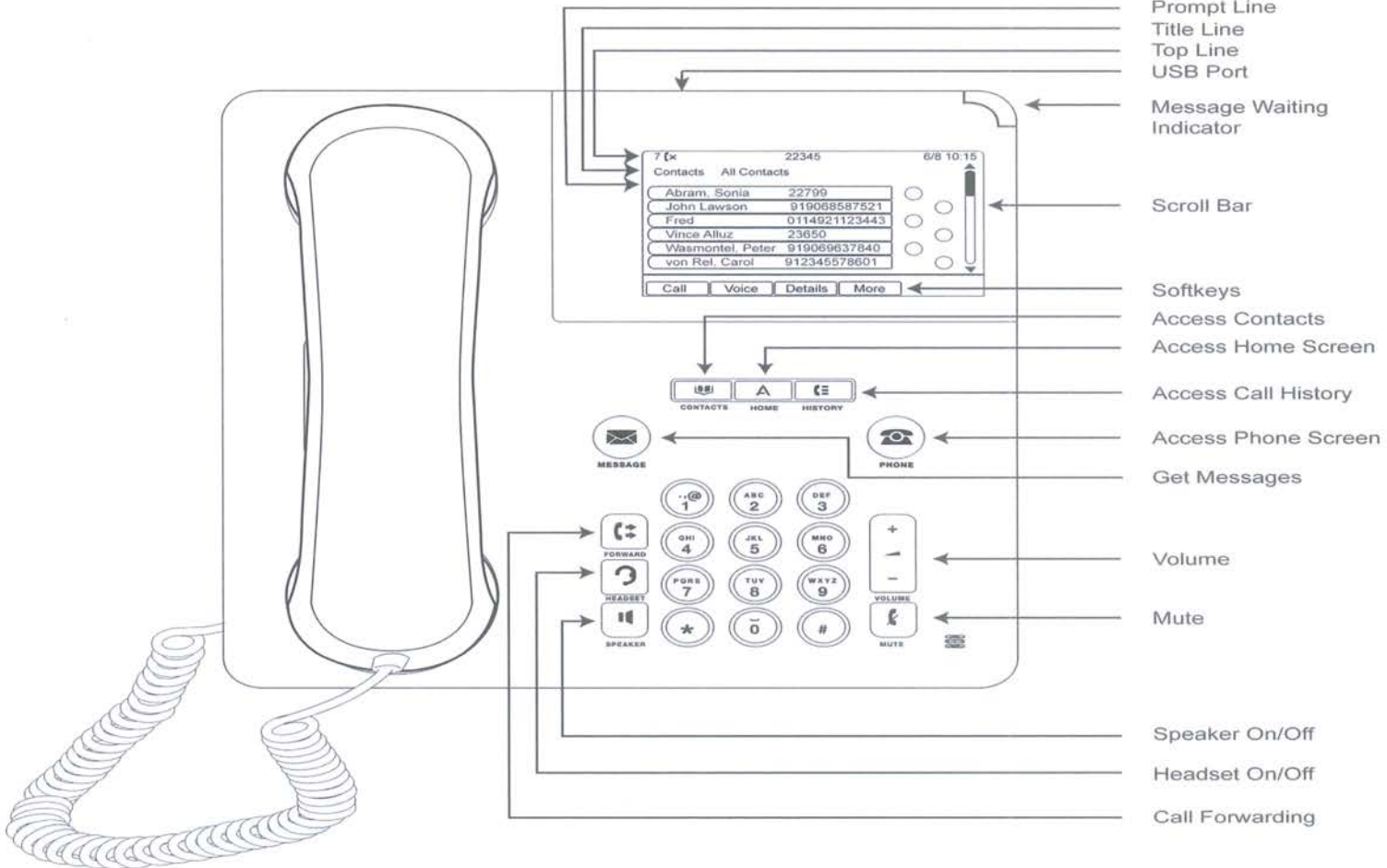


State of Vermont
 Department of Public Safety



Avaya one-X 9641
 Quick Reference



Scrolling and Navigation

To switch between call appearances and features, use the **Features** or **Phone** button in the upper right of the Phone screen to switch between call appearances and features. Touch **Features** to move from the Phone screen to the Features list, or touch **Phone** to move from the Features list to the Phone screen.

When a list item has a “Details” button (a blue right-facing arrow), touching it shows more information about the item. For example, touching the arrow to the right of a contact name produces a detail screen showing all the numbers on file for that person.

You act on objects such as a line or softkey by touching them or by touching the on-screen softkey labels. Softkey labels change according to the context. For example, touch a contact to place a call to that person, touch a line on the Phone screen to answer an incoming call, to go off hook to place a call, or to resume a call on hold.

The Home Screen

Press the **Home** button under the display to access the Home screen. Home screen icons let you access your telephone's options and settings to adjust or customize them, access Web-based applications to display a calculator, view your phone and network settings, use Favorite speed dial buttons, and log out. Your exact Home screen content depends on how your administrator has set up your system; it normally includes standard Avaya features.

You can also use **Contacts** to put speed dial icons for up to Favorite numbers on your Home screen. Your administrator may make other Web-based applications available to you, for example, a corporate directory or support page. To invoke any application you see on the Home screen, touch its icon. Depending on how many Avaya applications, contact favorites, and/or Web-based applications are administered, you may have a second page for your Home screen. Touch the scroll bar on the right side of the Home screen to view the next page.

Answering and Making a Call

Answering a Call

Answer an incoming call in one of the following ways: If you are not on another call, lift the handset, or press the line button next to the incoming call, 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.

Making a Call

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.

Using Voice Dialing

1. Press **Contacts**.
2. If Voice dialing is enabled, a **Voice** softkey displays. If no tone is generated or if no check mark appears next to the **Voice** soft-key, press **Voice**.
3. Within a few seconds or as soon as you hear the tone, say the name of the person you want to call.

Making a Call Using Edit Dialing

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.

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

Transferring a Call

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

Conference Calls

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. 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.

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**.

Features

For a list of all Features available on the 9641 Telephone, please see the last page of this document.

Accessing the Features Menu

If the Feature you wish to activate is not showing on the bottom of your telephone display, From the Phone screen, scroll right to access the Features menu.

Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can call a contact by speaking the contact name. You can also import or export a Contact list using a USB device.

Searching for a Contact

1. Press **Contacts**.
2. With the phone on hook, use the dialpad to start typing the name for which you want to search.
3. When you see the contact you want:

Touch the contact's phone number to dial the person, or

Touch the Details button next to the contact's phone number to select a different phone number for or see detail information about this contact.

Calling a Person from the Contacts List

1. Press the **Contacts** button.
2. Locate the contact you want by typing the person's name as it is listed.
3. To call the contact's primary number, touch the line on which the contact name appears.
4. To call a non-primary number, touch the **Details** button to move to the contact's detail information, then touch the desired number.

Adding a New Contact

1. Press **Contacts**, then touch **New**.
2. Enter the name using the keyboard.
3. Touch the check mark to move to the number entry screen.
4. Enter the primary telephone number using the keyboard. The primary number is the first number entered; it always displays without having to go into contact details.
5. Touch the check mark to indicate you are finished entering the name and primary number. Your entries display in a business card format.
6. Do one of the following:

To change the name, touch that line and edit the entry following Step 2.

To change the number, touch that line and edit the entry.

To add another number using the keyboard, touch a blank line, then touch the applicable icon (mobile, work, or home). Repeat to add a third number

Editing a Contact

1. Press **Contacts**.
2. Search for the contact you want to edit.
3. Touch the **Details** button to the right of the contact to display detail information.
4. Touch **+** to add another number for the contact or touch **Edit** to edit the name or any of the numbers.
5. To edit a name or number, do one of the following:

Touch **Primary** to change the primary number.

Touch the Name or number you want to edit.

Touch a blank line to add a number.

Touch **Cancel** to return to the Contacts list.

6. Use the onscreen keyboard to make changes to the contact information.
7. Touch **Done**.
8. To change other contact information, repeat Steps 5 through 7.
9. When you finish changing contact information, touch **Save**.

Changing the Primary Contact Number

If a contact has two or three numbers, the primary contact number is the first number in the list. It is the number dialed when you touch a contact in the Contacts list. By default, the first number you enter for a contact is the primary number.

1. Press **Contacts**.
2. Search for the contact whose primary number you want to change.

3. Touch the **Details** button for the contact to display detail information.
4. Touch **Edit**.
5. Touch **Primary**.
6. Touch the number you want to become the new primary number.
7. Touch **Done**.
8. Touch **Save**.

Call History


Calling a Person from Call History

1. Press the **History** button.
2. Touch the appropriate icon at the top right of the screen to view All Calls, Missed Calls, Answered Calls, or Outgoing Calls.
3. If you don't see the name of the person you want, scroll down until the name displays.
4. When you see the name of the person you want to call, touch it to dial the corresponding number.

Adding an Entry from Call History to your Contacts List

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

Options & Settings

Press the **Avaya Menu**  **Home** button select the Settings Icon and then 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.
- **Edit Dialing** Mimics Cell phone dialing. You can edit the number, backspace before dialing.
- **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 Speaker. When dialing a number and telephone is on hook speaker is activated.
- **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.
- **Quick Touch Panel** In addition to your sofkeys, you may choose to see up to 2 additional lines on the bottom of your display.

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.

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
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.

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. 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, Press the Send All 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.