



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

Quick Reference



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.

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:

> Options & Settings	> Your 1 st Web Application
> Browser	> Phone Settings
> Network Information	> Log Out
> Guest Login	> About Avaya one-X
> Log Out	>My Pictures
> About Avaya one-X	

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](#) 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](#) 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.

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 **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.

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, 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 Remove “or OK”**
-

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 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.

Dropping a person from a conference call

1. From the Phone screen, press **More**.
 2. Press **Details**.
 3. Select the person you want to drop.
 4. Press **Drop**.
 5. Press **Refresh**.
-

About Features

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.
 2. Scroll down to see the features that have been administered for your extension.
-

Contacts

** Note:

If you press the **Contacts** button and nothing happens, your system administrator has disabled the button and its functionality.

Searching for a contact

1. Press **Contacts**.
2. Using the dial pad, start typing the name for which you want to search.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

Calling a person from the contacts list

1. Press the **Contacts** button.
2. Select the person or primary number you want to call.
3. Locate the contact you want by starting to type the person's name as it is listed.
4. Press **Call** or **OK**.

Adding a new 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.
4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable.
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.
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**.
-

Call History

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.

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**.
-

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 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.
-

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.

16-603598, Issue 1, August 2010

PROGRAMMED FEATURES

Call Pickup

Allows you to answer a call at your station for another extension in your call pickup group.

When a station in your pickup group is ringing,

1. Get dial tone, then press the CALL PKUP button.

Transfer a Caller into

Voicemail

To transfer a caller into a Voice Mailbox without ringing the phone.

1. With the caller on the line, press TRANSFER.
2. Press Xfer to VMail button
3. When prompted, enter the mailbox extension.
4. Immediately press **COMPLETE**.

Send Calls

A do not disturb feature that sends all your calls immediately to coverage instead of ringing your phone.

To activate send all calls-

1. Press SEND ALL CALLS.

To cancel send all calls-

1. Press SEND ALL CALLS.

Voice Mail Quick Dial

Used to access the voice mail system.

1. Press the MESSAGE button.
2. Follow the prompts to access your mailbox.

Programming SD / Speed

Dial Buttons

To program and label an SD button on your phone.

Identify where your programmable (SD) buttons are located. Each button labeled SD may be programmed with one frequently called number and labeled.

1. Press the ABR Program button.
2. Press the SD button you want to program.
3. At the ENTER NUMBER prompt, dial in the number you want to store. If you are programming an outside number, remember to include a 9. Press # to save.
4. When finished, press the Speaker button to hang up.

Labeling SD / Speed Dial Buttons

To label an SD / SPEED DIAL button:

1. Press 'Home' button.
2. Select Options and Settings or Phone Settings
3. Select Application Settings
4. Select Personalize Labels
5. Select the label you want to change
6. Press Edit and enter the new label
7. Press Save

Placing Calls with SD / Speed Dial Buttons

To place a call using an SD / Speed dial button:

1. Press the SD button.

Call Forward

A feature button that allows you to forward your call temporarily to another number.

To activate call forwarding-

1. Press the CALL-FWD button.
2. Dial the 7 digit extension number.
3. Hear 3-beep confirmation tone

To cancel call forwarding-

1. Press the CALL-FWD button.
2. Hear 3-beep confirmation tone

Directory

To look up a name and number in the company telephone directory

1. Press the DIRECTORY button.
2. Using the dial pad, spell the last name of the person you are looking for (i.e. for 'Hill' enter 4-4-5-5).
3. To view the next name alphabetically in the directory, press the 'Next' button
4. To call the name and number on your telephone display, press the 'Make Call' button.

EC500 – Extension to

Cellular

Used to make and receive office calls using your cell phone

To Activate EC500:

1. To enable EC500 from your desk phone, press the 'EC500' button. (Green indicator lamp lights).

To Deactivate EC500:

1. To disable EC500 from your desk phone, press the 'EC500' button. (Green indicator lamp goes dark).

To Switch to Your Cell Phone While Talking on Desk Phone:

1. Press the "Extend" button