AVAYA

Avaya one-X™ Deskphone Edition for 9650 IP Telephone

Getting Started Guide

Introduction

Use this guide to start working with your 9650 IP Telephone. It describes how to use the phone's menus and softkeys, how to make and answer calls, and how to use the built-in Contacts and Call Log applications.

A special feature of the 9650 is the set of auxiliary buttons ("Aux buttons") that provide direct access to bridged extensions, speed dial buttons, and other features. This guide includes detailed explanations of their use.

We've added a list of some common definitions at the end of this guide, in case you are unfamiliar with some of the terms we use. For a complete reference on how your telephone operates go to the *Avaya one-X™ Deskphone Edition for 9650 IP Telephone User Guide* at http://www.avaya.com/support.

9650 IP Telephone

Missed Call Indicator, Extension #, Date/Time

Application Lines (3)

Message Waiting Indicator

Prompt Line

Line Buttons

Softkey Labels

Aux Shift Button

Aux Labels

Softkeys

Aux Buttons

Navigation Arrows

Messages

Phone Button

OK Button

Avaya Menu

```
3 [x    22399        10:00am 7/10/06
Phone            Active Call        ◀▶
( Steve Lewis    30762
                               22399
                               22399
  Hold    Conf    Transfer    More
 ⌐ 30762  ⌐ 30762  ⌐ 30763  ⌐ 30763
 ⌐ 30764  ⌐ 30764   EC500   Extend C
```

MESSAGE
MENU
CONTACTS
CALL LOG
SPEAKER

1 ..@
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 ō
#

HEADSET
+ VOLUME −
MUTE

OK
PHONE

For More Information:

Go to http://www.ayaya.com/support for the latest support information including the user guide for this telephone. Features and auxiliary (Aux) buttons are administered according to your user profile. For questions, contact your system administrator.

Application Buttons, Navigation, and Softkeys

The screen has three *application lines* that you use to view and manage your calls, your contacts, your call log, and your options and settings.

- Press the **Phone** button 📞 to view your calls.
- Press the **Contacts** button 📖 to view your contacts list.
- Press the **Call Log** button 📋 to see a list of your most recent incoming and outgoing calls.

At any time, one of the application lines is highlighted – with white text on a black background. This is the *selected* line. Use the **Up** ▲ and **Down** ▼ arrows on the navigation keys to select a line by scrolling up or down.

The four *softkey labels* at the bottom of the screen go with the *softkeys* directly below the screen. They show the available actions *for the selected line*. Pressing a softkey carries out the action shown on the softkey label.

Example: The sample below shows the Phone screen, with an active call on the first application line, which is selected.

The softkey labels show that you can put the call on hold, initiate a conference call, transfer the call, or drop it.
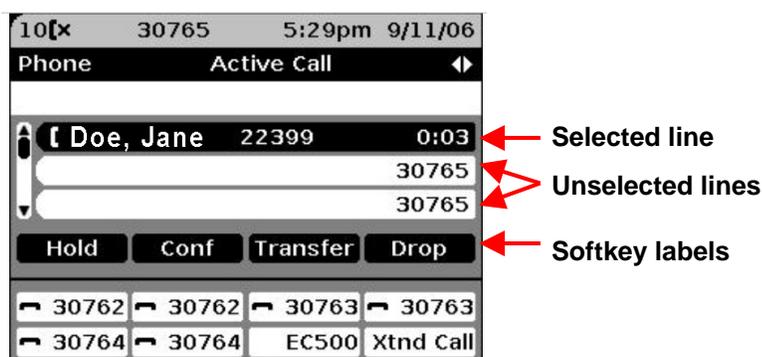
There is a *Line button* to the right of each application line. Pressing a Line button is a shortcut for selecting the line and carrying out a default action. For example, in the Phone screen, pressing the line button next to a line that is not being used takes gives you dial tone so you can dial a call on that line.

The **OK** button 🆗 is another shortcut that carries out the default action on the selected line.

For example, when you select (highlight) an entry in your Contacts list, pressing **OK** places a call to that person.

About Aux Buttons

Your phone has two rows of extra, auxiliary buttons, or **Aux buttons**, below the softkeys. You can use the Aux buttons for call management, speed dial buttons, or features. The Aux buttons go with the *Aux button labels* on the bottom two rows of the screen. The Aux button labels show the function of each of the Aux buttons.

There are two sets, or pages, of Aux buttons. Use the **Aux Shift** button, located to the right of the Aux button labels, to switch between the two pages of Aux buttons.

The particular features available on your Aux buttons depend on how your system administrator has set up your phone.

Each Aux button has an LED, which is illuminated if a call appearance or feature assigned to that button is active. The Aux Shift button also has an LED, which is illuminated if there is a call on one of the Aux buttons on the alternate, "hidden" page.

Example: if Aux buttons 1-8 are currently visible and you have a call on Hold on the Aux button # 9, the Aux Shift LED will be illuminated.

- Press the **Aux Shift** button to bring up the second page of Aux buttons so you can see button # 9.

3[×	30765	5:22pm 9/11/06
Phone	Avaya one-X	◆▶

Press ◆▶ for Feature List.

30765
30765
30765

| Redial | Send All | | |

| 🔄 30762 | 🔄 30762 | 🔄 30763 | 🔄 30763 |
| 🔄 30764 | 🔄 30764 | EC500 | Xtnd Call |

3[×	30765	5:22pm 9/11/06
Phone	Avaya one-X	◆▶

Press ◆▶ for Feature List.

30765
30765
30765

| Redial | Send All | | |

| Sue | Helen | Rachel | Steve |
| Dir | Next | Make Call | Priority |
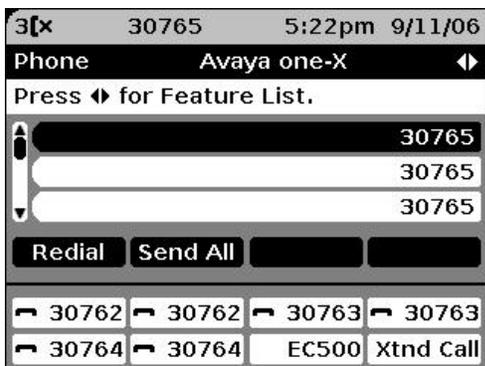
This first page of 8 Aux buttons has bridged extensions and EC500 features.

This second page of 8 Aux buttons has speed dial buttons for Sue, Helen, Rachel, and Steve on the first line and, Directory features (Dir, Next, Make Call), and a Priority calling feature on the second line.

Aux Buttons and Bridged Lines

Aux buttons are particularly useful for monitoring and managing other people's extensions, for example, for answering your boss's calls. If an Aux button has a bridged line associated with it pressing the Aux button is the same as selecting the line directly and pressing the line button.

- If a line is on Hold, pressing the Aux button resumes the call.
- If a line is ringing, pressing the Aux button answers the call.
- If your boss or someone else for whom you have a bridged extension is on the line (Aux button LED is lighted), you can press that Aux button to join the call. For example, when the bridged extension is in use, and you get an incoming call to that same line, you can conference the caller into the existing call.

Note: Use the Aux button for anything you need to do with a bridged line – to answer a call, to resume a call on hold, or to join an existing call. Use the Aux button LED and the icon on the Aux button label to view the status of a bridged line.

Making and Answering Calls

Use the Phone screen to view and manage calls.

Press **Phone** 📞 to view the main Phone screen at any time.

Select the call appearance you want to deal with and use the sofkeys or the line or **OK** button to choose an action.

If you have more than three call appearances (for example, if you use bridged appearances to monitor your boss's extension) you may need to scroll or use the Aux buttons to get to the line you want.

Answering an Incoming Call to Your Own Extension:

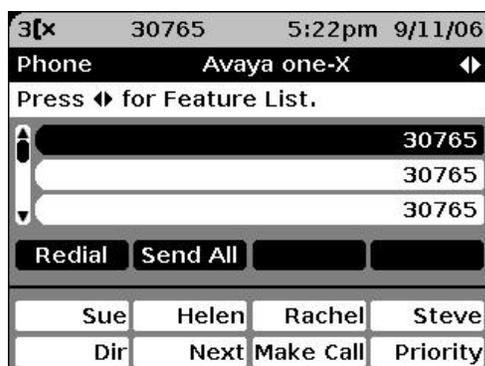| If you are **not** on another call:	Lift the handset or press the line button next to the incoming call.
	You can also press **Speaker** or **Headset** to answer an incoming call.
If you **are** on another call:	From the Phone screen, press the **Phone** button to move to the top of your call appearance list to answer your primary line and/or scroll to the line with the incoming call. Then press **Answer** or **OK** or press the line button next to the incoming call.

Answering an Incoming Call to a Bridged Line:

The Prompt Line shows which extension the call is for.

The Call Line shows who the call is for.

Softkey actions: Answer call, Send to voicemail, Turn off ringing.

Ringing 🔔 icon shows that the incoming call is on the 3rd Aux button (Ext. 30763).

22[×	30746	8:07am 11/13/06
Phone	Incoming Call	◆▶

Call for 30763

30762
30762
🔔 Doe, Jane to Doe, John

| Answer | To VMail | Ignore | |

| 🔄 30762 | 🔄 30762 | 🔔 30763 | 🔄 30763 |
| 🔄 30764 | 🔄 30764 | EC500 | Extend C |
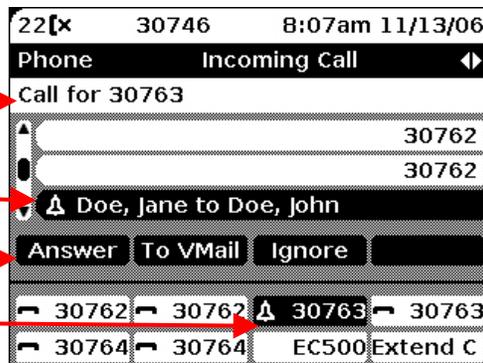
If an Aux button is flashing, press that button or press the **Answer** softkey.
1. If the Aux Shift button is lit, the incoming call is on the "hidden" page of Aux buttons.
2. Press **Aux Shift** to view the hidden page then press the flashing Aux button of the incoming call.

```
1[x        30765      11:33am 10/13/06
Phone             Active Call        ◄►

                                  30762
                                  30762
▲  ⚠ Doe, Jane to Doe, John   0:19
▼   Hold    Conf   Transfer   Drop

  ⌐ 30762 ⌐ 3076₂ [ 30763 ⌐ 30763
  ⌐ 30764 ⌐ 30764      EC500  Xtnd Call
```

The Call Line shows call information. →

The Ringing icon changes to the Active Call ⌊ **icon when you answer the call.** →

Making a Call

1. Lift the handset or press **Speaker** 🕪 or select an available line or an idle Aux button and press **OK**.
2. Dial the number you want to call.

Putting a Call on Hold

1. If it's not already highlighted, select the call you want to put on Hold by pressing the line button or Aux button or by scrolling to it.
2. Press **Hold**.
3. Press **Resume** or **OK** to retrieve the call.

Transferring a Call

1. If it's not already highlighted, select the call you want to transfer by pressing the line button or Aux button or by scrolling to it.
2. Press **Transfer**.
3. Dial the telephone number, or use Contacts or Call Log to place the call.
4. Press **Complete** to transfer the call.

Conference Calls

Setting up a conference call:

1. Start with an active call and press **Conf**.

```
10[x       30765       5:31pm 9/11/06
Phone             Active Call        ◄►

[ Doe, Jane        22682      0:03
                                  30765
                                  30765
  Hold    Conf   Transfer   Drop

  ⌐ 30762 ⌐ 30762 ⌐ 30763 ⌐ 30763
  ⌐ 30764 ⌐ 30764      EC500  Xtnd Call
```
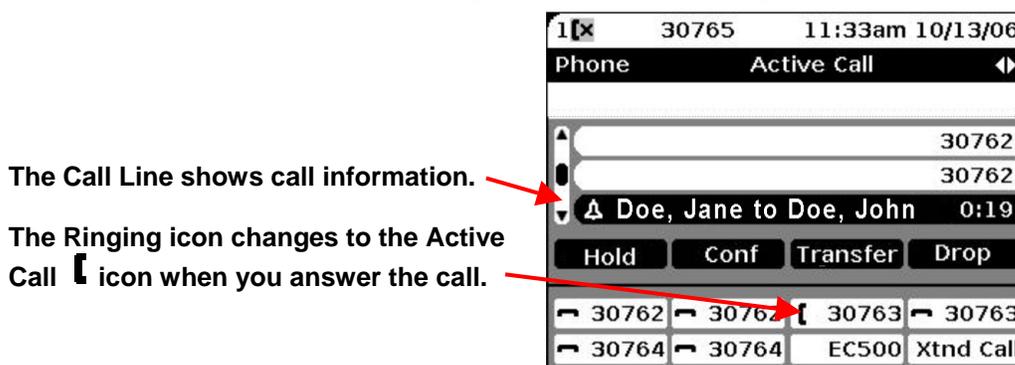
2. Dial the second party, or use Contacts or Call Log to place a call.

```
10[x       30765       5:31pm 9/11/06
Phone          Conference Set-Up     ◄►
Dial or press Contacts or Call Log.
[  Doe, Jane        22682
[
                                  30765
  Call Log  Contacts   Clear   Cancel

  ⌐ 30762 ⌐ 30762 ⌐ 30763 ⌐ 30763
  ⌐ 30764 ⌐ 30764      EC500  Xtnd Call
```
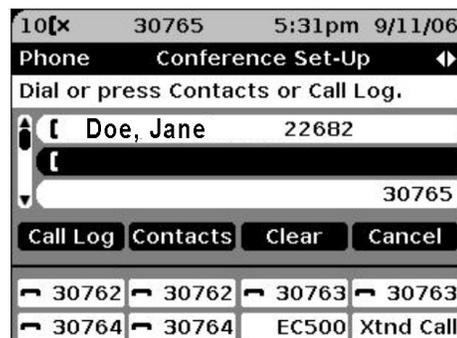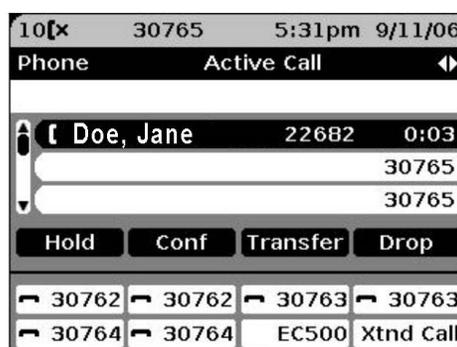
3. When the party answers, press **Join** to add the person to the existing call and establish the conference connection.

```
10[x        30765        5:31pm 9/11/06
Phone         Conference Set-Up      ◄►
Press Join to add call to conference.
▲ [ Doe, Jane    22682
  [ Doe, John    22399          0:05
▼                               30765
┌──────┬──────┬──────┬──────┐
│ Join │ Drop │ Hold │Cancel│
└──────┴──────┴──────┴──────┘

⌐ 30762  ⌐ 30762  ⌐ 30763  ⌐ 30763
⌐ 30764  ⌐ 30764    EC500  Xtnd Call
```
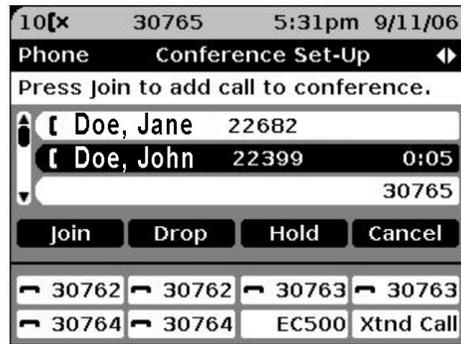
Adding a person on hold to a conference call:
1. Start with an active call. If it is not highlighted, press the line button or Aux button or scroll to it.
2. Press **Conf**.
3. Select the call on hold that you want to conference and take it off hold by pressing **Resume** or by pressing the line button, the Aux button, or **OK**.
4. Press **Join** to add the person to the conference call.

Dropping a person from a conference call:
1. Select the conference call and press the **More** softkey, then **Details** to see the parties on the call.
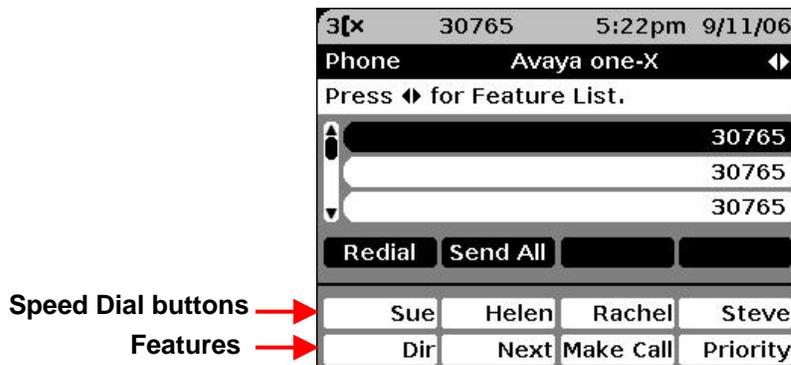2. Select the person you want to drop.
3. Press **Drop**.

Features

Your administrator may assign specific features you use frequently to your Aux buttons – for example, Send All Calls, Directory/Next/Make Call, or Call Forward, and Send All Calls.

The screen below has autodial entries (Speed Dial or Abbreviated Dial numbers) administered on the first row of Aux buttons, and features administered on the second row of Aux buttons.

```
3[x         30765        5:22pm 9/11/06
Phone          Avaya one-X          ◄►
Press ◄► for Feature List.
▲                               30765
                                30765
▼                               30765
┌────────┬─────────┬─────┬─────┐
│ Redial │ Send All│     │     │
└────────┴─────────┴─────┴─────┘
```

Speed Dial buttons → Sue | Helen | Rachel | Steve
Features → Dir | Next | Make Call | Priority

Forwarding Calls to another extension (Send All Calls Feature):
1. Press the **Send Calls** Aux button to turn forwarding on or off.

Using the Directory Feature to Call Someone:
1. Press the **Directory** Aux button.
2. Use the dialpad keys to start spelling the last name of the person you want to call.
3. Press each dialpad key one time for each corresponding letter.
   For example, for "Hill," press **4**, **4**, **5**, **5**.
4. Select the **Next** Aux button to view the next name alphabetically in the directory, if necessary.
5. Select the **Make Call** Aux button when you see the name you want.

Contacts

Press **Contacts** 📖 to show the Contacts screen.

Calling a person from the Contacts list:
1. Select the person or number you want to call.
2. Press **Call** or **OK** or the corresponding line button.

Adding a new contact:
1. Press **New**.
2. Enter the name using the dialpad.
3. Select the next field.
4. Enter the telephone number.
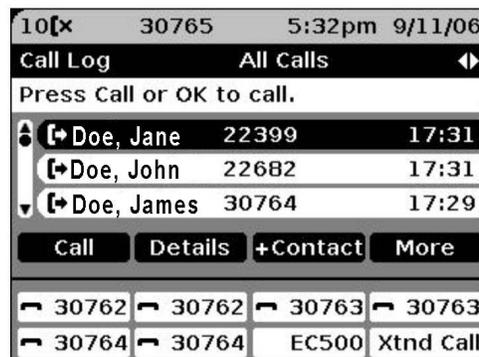5. Press **Save** or **OK**.
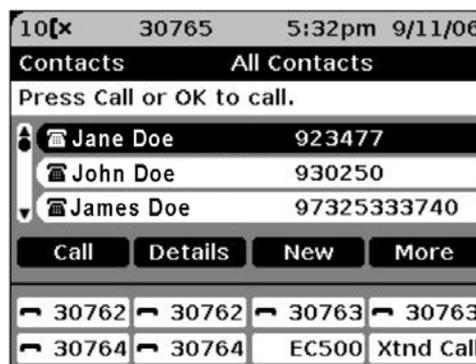
Call Log

Press **Call Log** 📞 to show the Call Log screen

Calling a person from the call log:
1. Select the person or number you want to call.
2. Press **Call** or **OK**.

Adding an entry from the call log to your Contacts list:
1. Select the number you want to add to your Contacts list.
2. Press **+Contact**.
3. Edit the name and telephone number, if necessary.
4. Press **Save**.

Using the A Button – the Avaya Menu

Use the Avaya Menu to adjust and customize options and settings for your telephone, to access additional Web-based applications, to get information about your phone settings or network settings, and to log out. The choices you see when you press the A Menu button depend on whether or not your administrator has set up Web (WML) applications for your phone.

For example, to adjust the brightness or contrast of your screen, press A to go to the Avaya Menu and scroll down to Screen & Sound Options and press **Select** or **OK**.

Choose **Brightness…** or **Contrast…** and press **Change** or **OK**.
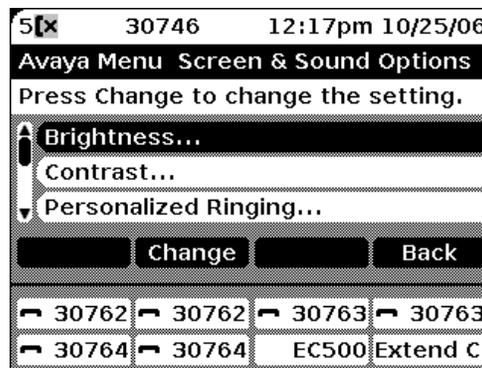
Avaya Menu   Screen & Sound Options

Note: On menus with WML applications, select **Phone Settings** to access the standard telephone Options & Settings menu shown on the screen to the right.

Tip: If you want to make sure that you see the Phone screen whenever a call comes in, use the **A** Menu button to access Options & Settings. Select **Call Settings** and check that the "Go to phone on ringing" option is set to "On."

Definitions

Aux buttons	Auxiliary buttons. Your administrator can program up to 16 additional bridged extensions, abbreviated dial buttons, or features on these buttons. Aux buttons function just like a built-in button module, to expand your telephone's capability. Eight Aux buttons are visible at a time.
Aux Shift button	Shifts, or toggles between the two pages of Aux buttons.
Bridged Call Appearance	Additional extensions you can answer, monitor, and manage from your telephone. Also called a bridged extension.
Call Appearance	A telephone line for outgoing/incoming calls.
Feature	An added telephone capability such as Abbreviated Dialing (AD), Call Forwarding, or Telephone Directory. Your system administrator assigns features to your phone.
Primary Line or Call Appearance	Your own telephone extension.
SAC	Abbreviation for Send All Calls, a feature that allows you to forward calls to another extension. SAC is often administered on an Aux button.
Softkeys and Softkey Labels	Softkeys are the buttons located directly below the screen that you use to perform an action. Softkey labels are located at the bottom of the screen. They show the actions for the corresponding softkeys. For example, Call and Conf (Conference) are two softkeys you might see on the Phone screen.
Speed Dial	Administered feature buttons (abbreviated dial or autodial) that assign telephone numbers to buttons for quick dialing.