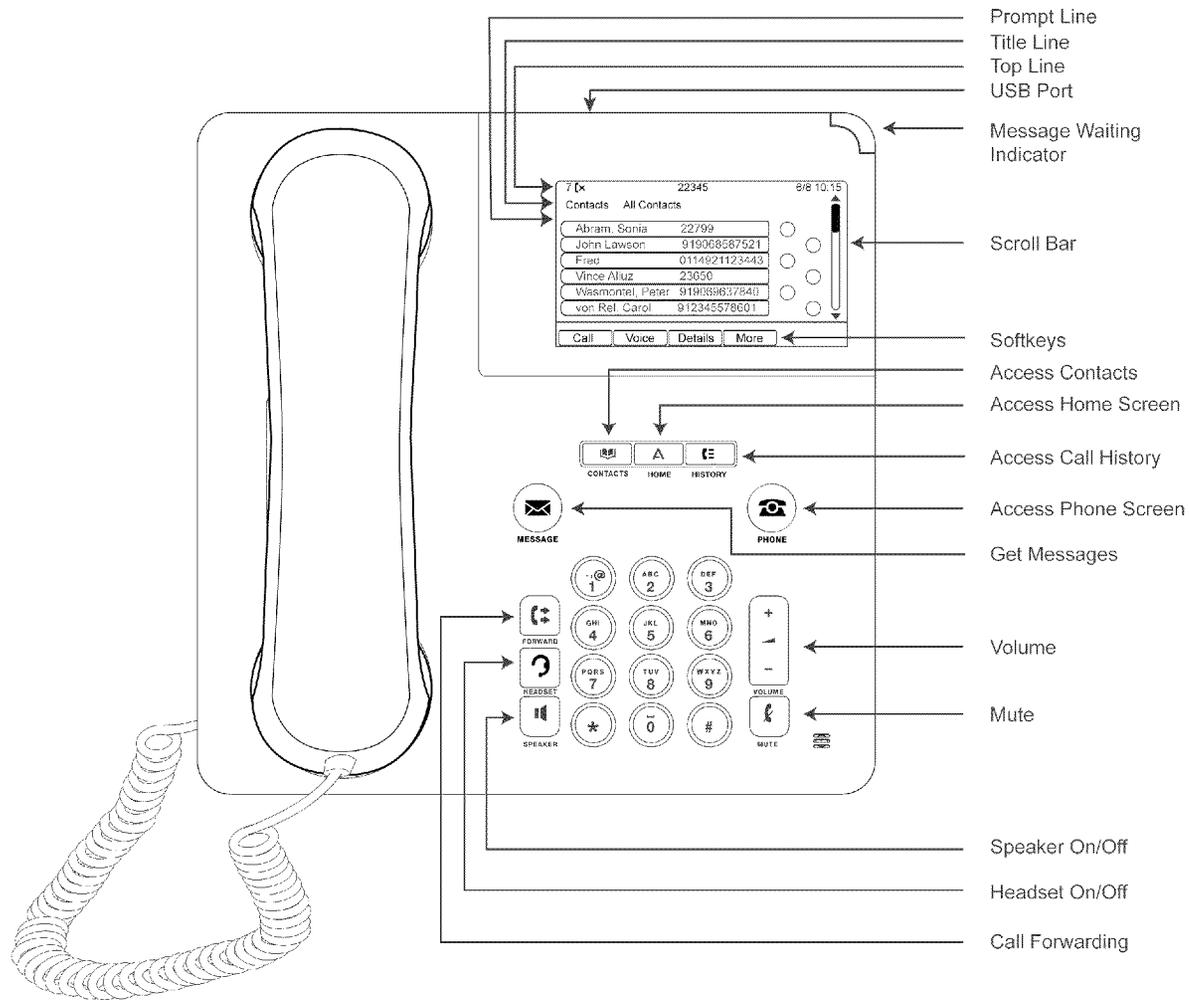


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<p>MESSAGE WAITING INDICATOR</p>	<p>If you have message in your Avaya Voice Mailbox, the light on the top right corner of your telephone will light solid red. In addition, the Message button will also be lit. Once you listen to your messages, the lights will turn off.</p>
<p>YOUR TOUCH SCREEN PHONE DISPLAY</p>  <p>The screenshot shows a touch screen interface. At the top, it displays the extension number '848-9621', the time '11:22am', and the date '11/22'. Below this, there is a section titled 'Phone Avaya one-x' with a 'Features' column. Three rows of missed calls are listed, each with a missed call icon and the extension number '848-9621'. At the bottom of the screen, there are softkey buttons for 'Redial' and 'Send All'.</p>	<p>Your Phone Display Contains the Following Information:</p> <ul style="list-style-type: none"> • The top line of the display shows your extension number and the date and the time. <ul style="list-style-type: none"> 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 9621/9641 phone. • The Line area alternates between the extension lines you use to place and receive calls and the features that are programmed on your 9621/9641 telephone. <p>Scroll Control Bar</p> <ul style="list-style-type: none"> • Using the Up and Down arrows, you can scroll through items on the screen. <p>Soft Key Area</p> <ul style="list-style-type: none"> • The bottom of the display screen is the softkey area. When the phone is idle, you will see a minimum of a REDIAL option. (More buttons can be added by your system administrator.) While on a call, the softkey features include: Hold, Conf, Transfer and Drop. <p>Quick Touch Buttons (If Administered)</p> <ul style="list-style-type: none"> • Through the Home key, you can assign Quick Touch buttons that appear at the bottom of the display screen. (Not pictured here)
<p>PHONE</p> 	<p>Using the Phone Button</p> <ul style="list-style-type: none"> • Press the Phone button anytime to return to the main phone screen to view and manage your calls
<p>MESSAGE</p> 	<p>To Dial the Voice Mail System</p> <ol style="list-style-type: none"> 1. Press the Message button to connect directly to your voice mail system. <ul style="list-style-type: none"> • <i>You will need to enter your login information to enter your mailbox.</i>

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<p>FORWARD </p>	<ol style="list-style-type: none"> 1. Press the Forward button and your phone will display your forwarding features. You can then scroll through them using the Scroll Control Bar. 2. Touch the feature you would like to use, or scroll to it and press the OK button to activate. <ul style="list-style-type: none"> • <i>The forward button is lit whenever a forwarding feature is active.</i>
<p>VOLUME </p>	<ol style="list-style-type: none"> 1. Press the Volume button to adjust the volume of the handset, headset, speaker or ringer. <ul style="list-style-type: none"> • <i>They are all independent of each other.</i>
<p>MUTE </p>	<p>Preventing the Other Person on the Line From Hearing You:</p> <ol style="list-style-type: none"> 1. Press the Mute button. The other party cannot hear you. <ul style="list-style-type: none"> • The Mute button lights when your call is muted and the Mute icon shows on your display screen. 2. To reinstate two-way conversation, press the Mute button again.
<p>PLACING A CALL</p>	<p>Place a Call With Your 9621/9641 Phone in Any of the Following Ways:</p> <ul style="list-style-type: none"> • Lift the handset and enter the number. • If you are using a headset, press the Headset button and enter the number. • If you are using the speakerphone, press the Speaker button or touch the Call Appearance line and enter the number. <p>The first available line appearance displays the off-hook icon and the background appears shaded.</p>
<p>ANSWERING A CALL</p>	<p>When an inbound call rings to your extension, the Bell icon appears next to the first Call Appearance line on your display. The phone rings and the call information displays on the Call Appearance line.</p> <p>To Answer an Incoming Call from an Idle Phone:</p> <ul style="list-style-type: none"> • Lift the handset. • If you are using a headset, press the Headset button. • To use the speakerphone, press the Speaker button. <p>To Answer an Additional Call:</p> <ul style="list-style-type: none"> • Touch the Ans Hold softkey to place the first call on hold and answer the second call. <p>OR</p> <ul style="list-style-type: none"> • Touch the Ans Drop softkey to drop the first call and answer the second call.

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IGNORE	<p>1. Touch the Ignore softkey to stop or turn off the ringer for an incoming call.</p>
TO VOICE MAIL Allows you to send an incoming call directly to voice mail without answering.	<p>To Send a Call Directly to Your Voice Mailbox:</p> <p>1. Touch the To Vmail softkey to send an incoming call directly to voicemail without answering</p>
ENDING A CALL	<p>To End a Call:</p> <ul style="list-style-type: none"> • Hang up the handset. • If you are using a headset, press the Headset button. • If you are using the speakerphone, press the Speaker button. • Touch the Drop softkey to release the call and get new dial tone.
REDIAL (If Administered)	<p>Using Redial</p> <p>1. From the Phone screen, touch the Redial softkey.</p> <p>☑ <i>By default the system will dial the last number dialed. From the Home key, you can change this setting to display a list of the last four numbers you can choose to redial from. .</i></p> <p>2. If a list of previously dialed numbers appears, touch the entry you wish to redial</p>
HOLD	<p>Placing a Call on Hold</p> <p>1. Press Phone to view the main phone screen. (If necessary)</p> <p>2. Touch the Hold softkey.</p> <p>☑ <i>The line button flashes red when the call is holding and the hold icon appears on the appropriate Call Appearance line.</i></p> <p>Retrieving the Held Call</p> <p>1. Press the appropriate line of the held call or touch the Resume softkey to retrieve the call.</p>
TRANSFER Sends a call from your extension to another extension.	<p>To Transfer a Call</p> <p>1. During a call, touch the Transfer softkey.</p> <p>☑ <i>The call is automatically put on hold and the second line becomes active.</i></p> <p>2. Enter the extension number to which you want to transfer the call.</p> <p>3. Touch the Complete softkey on the bottom of the display to complete the transfer.</p>

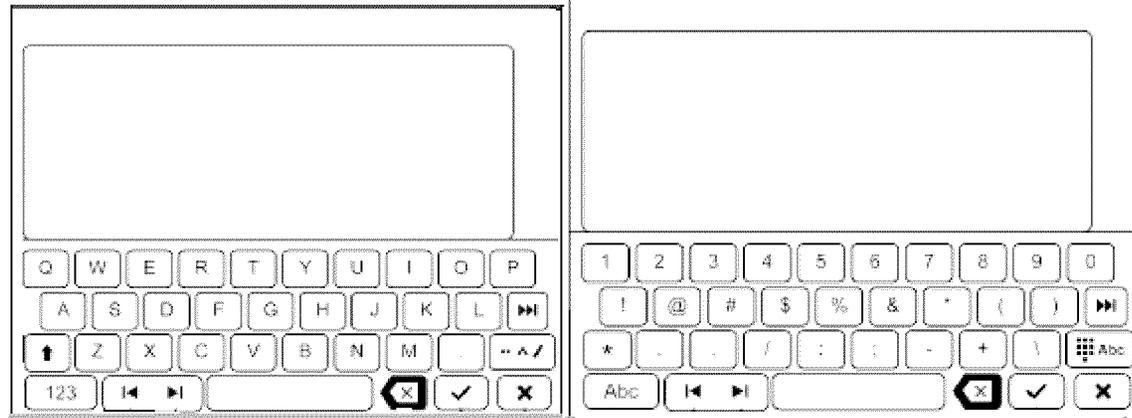
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<p>CONFERENCE – You can conference up to five other people (internal and/or external parties) plus yourself on a conference call.</p>	<p>Conference</p> <ol style="list-style-type: none"> 1. While on the current call, touch the Conf softkey. ☑ <i>The call is automatically put on hold and the second line becomes active.</i> 2. Enter the number of the next party. 3. Touch the Join softkey to add the new party to the call. ☑ <i>Repeat Steps 1- 3 to join additional parties into the conference call.</i> <p>Using the Conference Button to Add a Held Call to an Active Call</p> <ol style="list-style-type: none"> 1. While on an active call, touch the Conf softkey. 2. Touch the line button of the original held call. 3. Touch the Join softkey. ☑ <i>You have successfully added the two calls together.</i> <p>Drop the Last Person Added to the Conference Call</p> <ol style="list-style-type: none"> 1. Touch the Drop softkey. The last party connected to the conference call is dropped from the call.
<p>CALL FORWARDING Temporarily forwards all your calls to another extension.</p> <p>CALL PICKUP This feature allows you to pick up a call ringing in your pre-determined “group”.</p>	<p>Activating Call Forwarding:</p>  <ol style="list-style-type: none"> 1. Press the Forward button. 2. Touch the Call Forward feature on your screen. 3. Enter the extension where the calls are being forwarded. 4. Wait for confirmation tone. 5. Hang up. <i>The red indicator light will be on.</i> <p>To turn Call Forwarding off, simply select it again. <i>The red light indicator will turn off.</i></p> <p>Call Pickup</p> <ol style="list-style-type: none"> 1. Press the Call Pickup button.
<p>SEND ALL CALLS To send all calls to your voice mailbox immediately</p>	<p>Send All Calls</p> <ol style="list-style-type: none"> 1. Touch Send All or touch Forward to access the main Forwarding menu, 2. Touch Send All Calls to turn Send All Calls on or off.

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USING THE ON SCREEN QWERTY KEYBOARD

The 9621/9641 has an on-screen keyboard appears when you add or edit a contact name or number, or when you personalize labels for your call appearances or features. You can switch between alphabetic and numeric keyboards.



CONTACTS

The 9621/9641 telephone allows you to store up to 250 names and telephone numbers.

Viewing Contacts Details

1. Press the Contacts button to display the Contacts screen.
2. Select the contact you want to view.
3. Touch the Details softkey to view all information available for that contact.

Adding a New Contact

1. Press the Contacts button.
2. Touch the New softkey.
3. Use the on-screen QWERTY keyboard to enter name.
4. Touch the return key
5. Use the on-screen keypad to enter the number.
6. Touch the Check key to check your entry.
7. Press the Save softkey.

Editing a Contact

1. Press the Contacts button.
2. Touch the contact entry you wish to edit.
3. Use the QWERTY keyboard to make the appropriate changes.
4. Touch the Save softkey.

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	<p>Deleting a Contact</p> <ol style="list-style-type: none">1. Press the Contacts button.2. Touch the contact entry you wish to delete.3. Touch the Delete softkey. <p>NOTE: If you touch Cancel prior to touching Delete, your contact information will not be removed.</p>
<p>HISTORY</p> <p>You can use the History button to view a list of your recent calls or separate list of your incoming, outgoing, or missed calls.</p> <p>Legend:</p> <p> = Inbound Call</p> <p> = Outbound Call</p> <p> = Missed Call</p>	<p>Viewing the History of Calls</p> <ol style="list-style-type: none">1. Press the history button.2. Scroll to the right or left to view separate lists of your incoming, missed, answered, or outgoing calls <p>Note: You can scroll quickly to the top of the list by pressing History again.</p> <p>Viewing History Details</p> <ol style="list-style-type: none">1. Press the History button.2. Select the number you want to view.3. Touch the arrow next to the contact name.4. Touch the Back softkey to return to the list view. <p>Adding an Entry from your Call History to your Contacts list:</p> <ol style="list-style-type: none">1. Press the History button.2. Touch the arrow next to the contact name.3. Touch the +Contact button.4. Touch the field you wish to edit.5. Use the QWERTY on-screen keyboard to edit name or number.6. Press the check button to view and check your entry.7. Press Save. <p>Removing an Entry from the History Screen</p> <ol style="list-style-type: none">1. From the History screen, select the entry you wish to delete.2. Touch the arrow next to the contact name.3. Touch the More softkey.4. Touch the Delete softkey.5. Touch the Delete softkey again to confirm or touch the Cancel softkey if you wish to retain the entry. <p>Clearing all Entries from your Call History</p> <ol style="list-style-type: none">1. From the History screen, select the entry you wish to delete.2. Select the list you want to delete. (All Calls List, Outgoing Calls list, etc.)3. Touch the More softkey.

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4. Touch the Clear All softkey to delete all of the entries in the list you are viewing.

5. Touch the Clear All softkey again to confirm.

Note: Clearing all entries from a call log deletes all entries. If you are viewing the “Outgoing Calls” list, only outgoing calls are deleted from the call log. However, if you are viewing the “All Calls” list, touching “Clear All” deletes all calls from the call log.