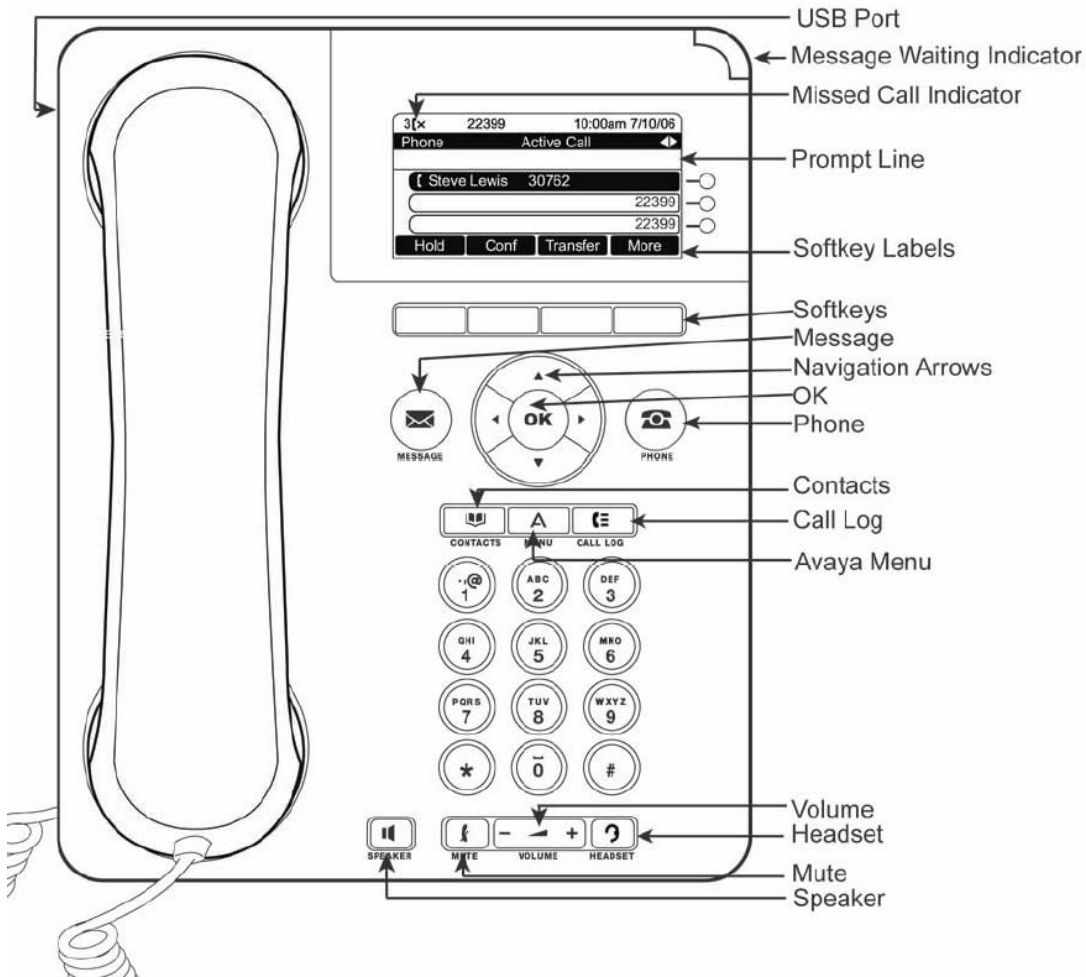


9620 / 9630 QUICK REFERENCE GUIDE



GENERAL OVERVIEW

Scrolling and Navigating

Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to scroll to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line will be highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. Press OK to choose the highlighted line.

Volume Button

The volume bar enables you to adjust the volume of the handset, speaker, headset, or ringer. Setting one does not affect the others.

Mute

Turns off the active Speakerphone, handset, or headset microphone, to prevent the other person from hearing you. The Mute button will light when activated and the other party (parties) can't hear you. Press the Mute button again to deactivate.

Avaya Menu

The Avaya menu has four choices:

- Options & Settings
- Browser
- Network Information
- Log Out

The **Options & Settings Menu** includes choices which enable you to change your call settings, personalize button labels, adjust brightness and contrast, select your ringing patterns, etc. The Options & Settings menu choices are:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

Adjusting the Brightness or Contrast of the Display

1. Press the Avaya Menu button
2. Scroll to Options and Settings and press OK or Details
3. Scroll to Screen & Sound Options and press OK or Details
4. Scroll to Brightness or Contrast and press OK
5. Scroll to Phone
6. Scroll to the right or left to adjust the brightness or contrast
7. Press Save

Changing the Ring Pattern

1. Press the Avaya Menu button
2. Scroll to Options and Settings and press OK or Details
3. Scroll to Screen & Sound Options and press OK or Details
4. Select Personalized Ringing
5. Press Change or OK to see a list of the available ring patterns
6. Select a ring pattern to listen to it.
7. Press Save to make it your ring pattern

TELEPHONE FEATURES

Placing a Call

- Lift the handset and dial the number
- Press the Headset button if you are using a headset
- Press the Speaker button if you are using the speakerphone

Answering a Call

When an incoming call rings at your extension, a Bell icon will appear next to your first Call Appearance and the call information displays.

To answer the incoming call:

- Lift the handset
- Press the Headset button if you are using a headset
- Press the Speaker button if you are using the speakerphone

Note: To stop or turn off the ringer for an incoming call, press the **Ignore** softkey

Ending a Call

- Hang up the handset
- Press the Headset button if you are using a headset
- Press the Speaker button if you are using the speakerphone

Transferring a Call

1. While on a call, press the Transfer softkey; the caller automatically goes on hold.
2. Dial the number where you want to send the call.
3. Press the Complete softkey to complete the transfer

Note: *If you need to return to the caller, press the Cancel softkey or the call appearance button of the original call.*

Transferring a Caller Directly to Another's Mailbox

1. While on a call, press the Transfer button
2. Press the Messages button
3. Dial * # # and enter the mailbox number
4. Press the Transfer button again and hang up.

Conference – You can conference up to five other people (internal and/or external) on a conference call.

1. While on a call, press Conf.
2. Dial the telephone number or call the person from the Contacts or Call Log list
3. Press Join to add the person to the conference call.

Adding a Person on Hold to a Conference Call

1. While on a call, press Conf
2. Press the Resume softkey
3. Press the Join softkey

Dropping the Last Person from a Conference Call

1. Press the Drop softkey to remove the last added party

Dropping a Specific Person from a Conference Call

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

Note: *If you do not see Drop when you select a person, this feature is not available*

Directory / Next / Make Call.

1. Press the Right Arrow to view the phone features
2. Press the Down Arrow to locate Directory.
3. Press the line button next to Directory. Using the touchtone keypad, spell out the last name of the person you wish to find. This is **not** like text messaging – press the corresponding number once only for each letter you want to spell.
4. Continue to spell the entry by completing the spelling of the last name. Use the * key to indicate that you wish to spell the first name.
5. For the multiple entries of the same name, use Next to scroll through the entries.
6. Press the OK button.
7. Press the button next to Make Call to dial the number or press the Phone
8. button to exit.

FORWARDING OPTIONS

You can forward your incoming calls to another number or to voicemail. If call forwarding is



turned on, a Forwarding icon appears on the top line of your display screen. You can choose from a number of forwarding features, including Send All Calls and Call Forward.

Send All Calls – This button directs all your calls to your voicemail immediately.

1. From the Phone screen, scroll right to access the Features menu
2. Select SendAllCalls
3. Press OK to turn Send all Calls on or off.

Call Forwarding – This feature allows you to set a number to which your calls will be forwarded.

1. From the Phone screen, scroll right to access the Features menu
2. Select CFrwd
3. Press OK to turn call forwarding on or to turn it off if it's already on.
 - *Note: When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.*
4. Enter the number you want to forward your calls. You will then hear a confirmation tone.

Messages – This button will speed dial your voicemail access number and will also light if you have new messages. Your Message Waiting Indicator (top right side of your phone) will also light when you have new messages.

Bridged Lines – a Bridged Line typically belongs to someone else, but bridging allows you to see if that line is in use, answer calls on that line, or join a call in progress on that line. You can also make outgoing calls on a bridged line when it isn't in use.

Answering a call on a Bridged Line

1. Select the bridged call that you want to answer. (The ringing line will be selected automatically if there are no other active calls.)
2. Press Answer

Contacts – You can save up to 250 names and telephone numbers.

View Contacts Details

1. Press the Contacts button to display the Contacts screen.
2. Select the contact you want to view.

Adding a New Contact

1. Press the Contacts button
2. Press the New softkey
3. Enter the name using the dialpad (*like text messaging*)
 - *If you need to remove a letter, use the left and right arrows to place your cursor after the character you want to delete and press Bksp.*
 - *Press the softkeys below More → Abc to change between upper and lower case letters or to enter numbers.*
 - *Press the softkey below ABC again to cycle through the options (Abc/123/abc/ABD) until the type you want to use is displayed.*
 - *Press the softkeys below More → Symbols to enter characters that are not on your dialpad. Select the symbol you want to use and press OK.*
 - *Press Clear to delete all text and start over.*
4. Use the Navigation Arrows to scroll to the next field or press the corresponding Line button to select the next field.
5. Enter the telephone number (*remember to include the 9 if entering an external number*).
6. Press the Save softkey.

Editing a Contact

1. Press the Contacts button
2. Select the contact entry you wish to edit.
3. Press the softkeys below 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 the Save softkey

Deleting a Contact

1. Press the Contacts button.
2. Select the contact entry you wish to delete.
3. Press the softkeys below More → Delete .
4. Press the softkey below Delete again to confirm.

- **NOTE:** *If you press Cancel prior to pressing Delete, your contact information will not be removed.*

Call Log

Viewing the Call Log

1. Press the Call Log button.
2. Scroll to the right or left to view separate lists of your incoming, missed, answered, or outgoing calls.

- **NOTE:** *You can scroll quickly to the top of the list by pressing Call Log again.*

Viewing Call Log Details

1. Press the Call Log button.
2. Select the number you want to view.
3. Press the Details softkey.
4. Press the Back softkey to return to the list view.

Adding an Entry from the Call Log to your Contacts List

1. Press the Call Log button.
2. Select the Call Log entry you want to add to your Contacts list.
3. Press the +Contact button.
4. Edit name and telephone number, if necessary. Pressing the "2" on your dialpad displays the letter "A." Pressing the 2 key again replaces the A with a "B," pressing it again replaces the B with a "C" and pressing it again replaces the C with a "2;" pressing it again redisplay the letter "A," and so on. Pause before entering the next character if the characters are on the same key.
5. Press Save.

Removing an Entry from the Call Log

1. From the Call Log screen, select the entry you wish to delete.
2. Press the More softkey.
3. Press the Delete softkey
4. Press the Delete softkey again to confirm, or press the Cancel softkey if you wish to retain the entry.

Clearing all Entries from the Call Log

1. From the Call Log screen, select the entry you wish to delete.
2. Select the list you want to delete. (All Calls list, Outgoing Calls list etc.)
3. Press the More softkey.
4. Press the Clear All softkey to delete all of the entries in the list you are viewing.
5. Press 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, pressing "Clear All" deletes all calls from the call log.*