AVAYA

Using Avaya one-X™ Deskphone SIP for 9601 IP telephone

Contents

Overview

The following section describes the display, keys, buttons, and the associated features that are available on the deskphone.
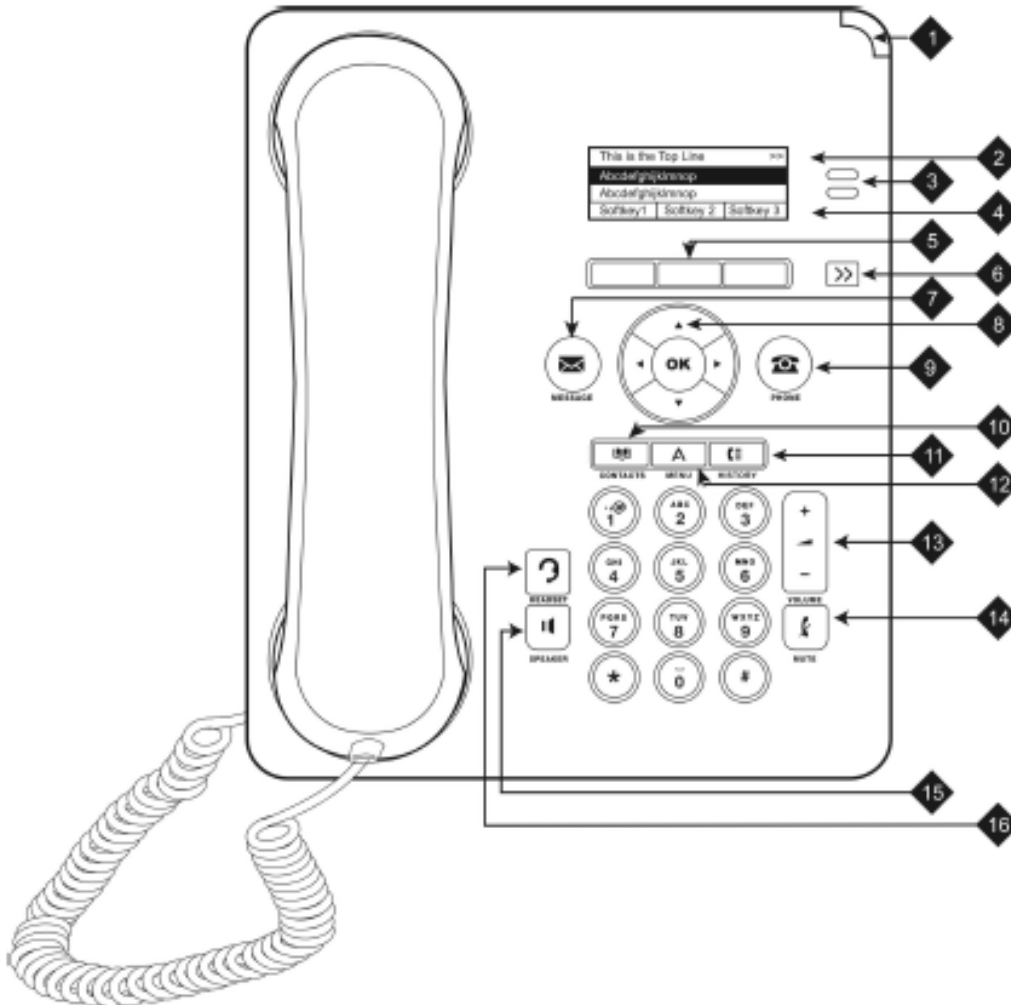

Figure 1: A 9601 deskphone

The following table provides descriptions of buttons and features of the 9601 deskphones.

No.	Name	Description
1	Message waiting indicator	An illuminated red light in the upper-right corner of your phone that indicates that you have a voice mail. If Visual Alerting is enabled, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the **Message** button is also illuminated when you have voice mail.

No.	Name	Description
2	Top Line	The Top Line shows status information such as the time and date, error indications and missed calls.
3	Features and call appearance lines	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. In case of an incoming call, the green LED blinks. While the deskphone is off hook, both the red and the green LED glow. Lines also indicate if a feature or system number is enabled or disabled in the Feature or System Numbers view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.
4	Softkeys	Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen being displayed. The QTP displays the options that are administered for the extension such as EC500 or Call Forwarding.
5	Softkey Labels	The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen being displayed.
6	Display More	Use the Display More key to scroll the selected line when the ">>" symbol appears.
7	Message	Press **Message** to connect directly to your voice mail system. This button is illuminated when you have voice mail messages waiting.
8	Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another.
9	Phone	Press **Phone** to view and manage your calls.
10	Contacts	Press **Contacts** to view the entries in your contact list.
11	History	Press **History** to view the history of your outgoing, incoming, and missed calls.
12	Avaya Menu	Press **Avaya Menu** to configure options and settings, access the browser, log out, or view network information.
13	Volume	Press **Volume** to adjust the volume of the handset, headset, speaker, and ringer..
14	Mute	Press **Mute** to mute a call in progress. To take a call off mute, press **Mute** again.

No.	Name	Description
15	Speaker	Press **Speaker** to use the speakerphone. To take a call off speakerphone, lift the handset or press **Headset** .
16	Headset	Press **Headset** to use the headset if connected. ⊛ **Note:** Only HIS headset cords are compatible with your phone.

Scrolling and navigation

When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

Use the up and down navigation arrows to scroll up or down through lists; holding either arrow for a few seconds produces a fast scroll. Use the right and left navigation arrows to move between the Phone screen and Features list or the Features list and System Numbers list, or to move the cursor right or left when entering text. Use the Display More key to scroll the selected line when the double chevron symbol (">>") appears in the display.

When you scroll to a line on the display, that line is selected. 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.

You can also select a line or feature without scrolling by pressing the corresponding line button.

About icons

The icons in the following table indicate the state of a call, navigation choices, or the status of a contact whose presence you are tracking.

Icon	Description
[×	Missed call; a call was not answered or was forwarded to voice mail.
🔔	Incoming call is alerting.
(	Call is active.

Icon	Description
⬕	Call is on hold.
[‡	Your calls are being forwarded.
((	Conference is active.
⬓	Conference is on hold.
≫	Use the Display More key to see more information on the selected line.
ⱡ	The call in progress is muted.
Ⓧ	The ringer volume is off due to pressing - on the **Volume** button until the volume turns off. To reinstate volume, press + on the **Volume** button.
⊖	Presence icon indicating this contact's phone is busy with the Send All Calls feature active. This icon also designates that a feature is not available at this point of a call.
⚠	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover for information.

Call history icons

The following icons indicate the types of calls.

Icon	Name	Description
[×	Missed call	Indicates that you did not answer the call or had forwarded the call to your voice mail.
→[	Answered call	Indicates that you have answered the call.
←[	Outgoing call	Indicates that you have made the call.

Telephone stand

If you have placed the phone vertically for wall mounting, reverse the tab located under the switchhook in the top ear piece pocket on the phone to ensure that the handset is in the correct position. You need a small screwdriver to lift the tab after it is reversed.

Changing the ring pattern

Procedure

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Scroll to and select **Personalized Ringing**.
   The ring tone currently selected displays on the status line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The first softkey indicates the other ring tone category, to allow you to switch between categories.
7. Press **Change** to move from one ring tone to the next.

Setting the time format

You can change the way the time displays on your screen. The time format is either 12 or 24 hours.

Procedure

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Language & Region...
5. Press **Select** or **OK**.
6. Select Time Format.
7. Press **Select** or **OK**.
8. Press **Change** or **OK** or use the **Right/Left** arrows to change the time format.
9. Press **Save**.

Answering a call

About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually. If you do not have the Go to Phone on Ringing option enabled, you must press **Phone** to choose a line or view call options.

If you do not have the Go to Phone Screen on Ringing option enabled and if the Phone screen is not displayed, incoming calls display on the top line of the screen. You can press the corresponding line button (LED) to answer the call.

Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.

- If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**. The deskphone automatically answers the incoming call and puts the previous call on hold.

- If you are on another call and the deskphone 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 **Answer** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ignore** to automatically drop the first call when you answer the new call.

- To automatically display the Phone screen whenever you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

Making a call

About this task

If you are not on a call, simply dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list.

Procedure

Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.

Calling a person from the contacts list

About this task

You can call any contact that is listed in your contacts list. You can find a name by scrolling to it or by using the search box. Use the dialpad keys to enter the first few letters of the name, and the screen will scroll to the first match in your list.

Procedure

1. Press **Contacts**.

2. Select the person or number that you want to call.

3. Locate the contact that you want to call by typing the name of the person as listed.

   For example, if you added John Smith to your contacts List as "Smith, John", start typing his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.

4. Press **Call**, **OK**, or the line appearance to call the selected contact.

Calling a person from the call history

Procedure

1. Press the **History** button.

2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, 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.

Ignoring an incoming call

Procedure

Press **Ignore** to turn off the ringer for an incoming call

Muting a call

About this task

While on a call, you can mute the microphone of your phone so that the other party cannot hear you. You can configure your deskphone to alert you if your dekphone is on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone.

Procedure

1. Press **Mute** during a call so that the other person on the call cannot hear you.

2. Press **Mute** again to unmute the call.

   ⊛ **Note:**

   When the call is muted, the Mute button light is on and the top line displays the Mute icon.

Putting a call on hold

Procedure

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**.

   ⊛ **Note:**

   The phone might display a hold timer when you put a call on hold.For more information, see Configuring call timers on page 19.

4. Press **Resume** or the line button of the held call to retrieve the call.Your system administrator may have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

Redialing a number

Procedure

1. From the Phone screen, press **Redial**.

   The last number is redialed or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information in redial settings, see Setting Redial Options on page 20 .

   ### ✱ Note:

   The last number dialed and redial list are cleared if the Outgoing Call Log is cleared.

2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.

   Your system administrator can disable Redial functionality.

Transferring a call

Procedure

1. Select the active call appearance line on which the call that you want to transfer appears.

2. Press **Transfer**.

3. Dial the number or call the person from the Contacts list, or from the History list.

4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call. Otherwise, press **Complete** or **OK**.

   ### ✱ Note:

   Unanswered transfers may be returned to your telephone as a recalled transfer. In this case, you hear a priority ring and see the display message `Return` next to the call.

About forwarding calls

You can forward your incoming calls to another number or to voice mail. When the Forward button light is on, one or more of the forwarding features are active. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available on your extension, contact your system administrator.

Send All Calls

About this task

When Send All Calls (SAC) feature 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 for idle calls.

You can also turn **Send All Calls** on or off by using the telephone Features list.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select **Send All Calls**.
3. Press **OK** or press the line button on which **Send All Calls** appears to turn **Send All Calls** on or off.

Turning on call forwarding

About this task

Use this task to forward your calls to a specified number.

Procedure

1. Press the right navigation button to gain access to the Features menu.
2. Select the forwarding feature that you want to activate.
3. Press **Select** or **OK** to turn the call forwarding feature on.
4. Enter the destination number to which you want to forward your calls, and press **Enter**.

Turning off call forwarding

About this task

Use this task to turn off any call forwarding feature that you activated.

Procedure

1. Press the right navigation button to gain access to the Features menu.

2. Select the active call forwarding feature that you want to turn off.

3. Press **OK** .

Features Screen Notes:

The option on the **Features** screen display one of the following icons:

* The ☐ icon: Indicates the feature is available.

* The ☑ icon: Indicates the feature is activated.

* The ⊖ icon: Indicates the feature is not available.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

Using the conference feature

You can use conference calls to speak with people from different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Setting up a conference call

Procedure

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.

Adding a person on hold to a conference call

Procedure

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** or **Conf** to add the person to the conference call.

Putting a conference call on hold

About this task

When you put a conference call on hold, the other parties can still talk to each other.

Procedure

1. Press **Hold** during a conference call.
2. Press **Resume** or **OK** to resume the conference call.

Using the contacts feature

Searching for a contact

You can jump to a certain group of letters in your Contacts list by pressing the associated dial pad button. For example, if you press 3, the Contacts list might display entries starting with D, E, F, or 3 depending on how you set up your contacts. With each successive dialpad key press, the Contacts list "drills down" to display matching entries.

Procedure

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.

   Keep in mind how your Contact list is set up. If you set up your contacts as "Last Name, First Name" start typing the letters of the last name. If you have set up your Contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.
3. Press **Call** or the **Line Appearance** button to call the person or **More** then **Edit** to edit contact information.

Viewing a contact's details

Procedure

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details** to see the information available for that contact.
   Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

Adding a new contact

About this task

You can add up to six numbers for a contact. Selecting "track presence" as a type allows you to track the contact's telephone presence, for example, not logged in, logged in, in use, or sending all calls to another number.

Procedure

1. Press **Contacts**.
2. Press **New**.
3. Enter the first and last name using the dialpad.
    - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
    - If the characters are on the same key, pause before entering the next character.
    - To enter a space, press **0**.
    - Enter remaining letters or numbers.
    - To delete the last character, press the **Bksp** softkey.

    ⊛ **Note:**

    If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.

4. Select the next field.
5. Enter the number.
6. Select the next field.
7. To know the presence information for this person select **Yes** on the **Track Presence** field.If presence information is available for this person, presence icons will subsequently appear next to this person's name/number on the Phone or Contact screen.
8. Select the next field.
9. Select the type of number entered (Work, Home, Mobile).
10. Press **More** >**Primary** if applicable.

    The primary number is the one that will always display without having to go into contact details.

11. If you have another number for this contact, select the next field and repeat from step 5.
    You can add up to five additional numbers for this contact, but you can designate only one number as primary.
12. Press **Save** or **OK**.

Editing a contact

Procedure

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**.

Assigning specific ringtone to a contact

You can configure the ringtone that your deskphone plays when your deskphone receives a call from a contact in your local phone book. Hence, when you receive an incoming call, you can identify the caller based on the ringer that your deskphone plays. If you have not specified a ringtone for a contact, the deskphone plays the default ringtone.

Procedure

1. Press **Contacts**.
2. Select the contact for which you want to assign a ringtone, and press **Details**.
3. Press **Edit**.
4. Scroll to **Ringer**.
5. Use the right or left navigation keys to select the ringtone of your choice.
6. Press **Save**.

Deleting a contact

Procedure

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More** > **Delete**.
4. Press **Yes** to confirm or **No** to cancel.

Call History

The History screen provides a list of recent calls, with information about call disposition such as missed, answered, or outgoing with the caller name and number, call time, and call duration.

⭐ **Note:**

The caller number is displayed only if available.

Call History also shows bridged calls. If you are a member of a call pickup group, any calls you picked up for another person or you missed and were answered by someone else in your pickup group are shown with a Forwarding icon. Using this feature, you can review details of the type of call pickup. When you have one or more missed calls, the History button illuminates and the Missed Calls icon and the top line displays the number of missed calls. To call a person listed in your Call History, see

Viewing the call history

Procedure

1. Press **History**.
   You can go to the top of the list by pressing **History** again.

2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.Scroll to the right or left to view separate lists of all, answered, outgoing, or missed calls.

3. Scroll up or down to view the entries on the list.

Viewing call history details

Procedure

1. Press **History**.

2. Select the number you want to view.

3. To return to the list view, press **More**, and then press**Back** .

Adding an entry from the call history to your contacts list

Procedure

1. Press **History**.
2. Select the number you want to add to your Contacts list.
3. Press **More**, and then press **+Contact**.
4. If necessary, edit the name and telephone number.
5. Press **Save**.

Removing an entry from call history

Procedure

1. Press **History**.
2. Select the number you want to delete.
3. Press **More**, and then press **Delete**.
4. Press **Yes** to confirm the deletion.

Clearing all call history entries

About this task

Clearing all entries from the call history deletes all of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted.

Procedure

1. Press **History**.
2. Press **More** twice, and then press **Clear All** or **OK**.
3. Press **Yes** to confirm.

Voice Mail Retrieval

Receiving your messages

Procedure

Press the **Message** button to connect directly to your voice mail system.

The lit Message button and a red light on the upper right-hand corner of your deskphone indicate when you have messages waiting. You can use this feature only if your administrator has enabled this feature. If you have any questions, contact your system administrator.

Logging into your voice mail

Procedure

1. To log in to your voice mail, press the **Message** button.

2. Follow the voice prompts from your voice mail system.

EC500 & Extend Call

Configuring simultaneous ringing for multiple phones using EC500

About this task

Using the EC500 feature, you can program your deskphone in such a way that the deskphone and your cell phone rings simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

Procedure

1. From the Phone screen, scroll right to access the **Features** menu.
2. Select EC **500**.
3. Press **OK** to turn simultaneous ringing on or off.

Extending a call to your cell phone (EC500)

About this task

The Extend Call feature allows you to "extend" a call that is active on your office phone to your cell phone using EC500 Extension to Cellular. This allows you to transfer an office call to your cell phone and move away from your desk. This feature is programmed by your system administrator.

⭐ **Note:**

Your system administrator sets the destination telephone number.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. Select the Extend Call feature.
3. Press **OK** to send the call to your cell phone.
4. Answer the call on your cell phone. The call remains active on your deskphone, so you can switch back to your deskphone at any time.