AVAYA PHONE 9641G

This guide was assimilated by the Carteret County IT department to help employees use Avaya one-X 9641G IP phones more effectively. It is meant to provide an overview of common features and functions of the 9641G model Avaya phones only.
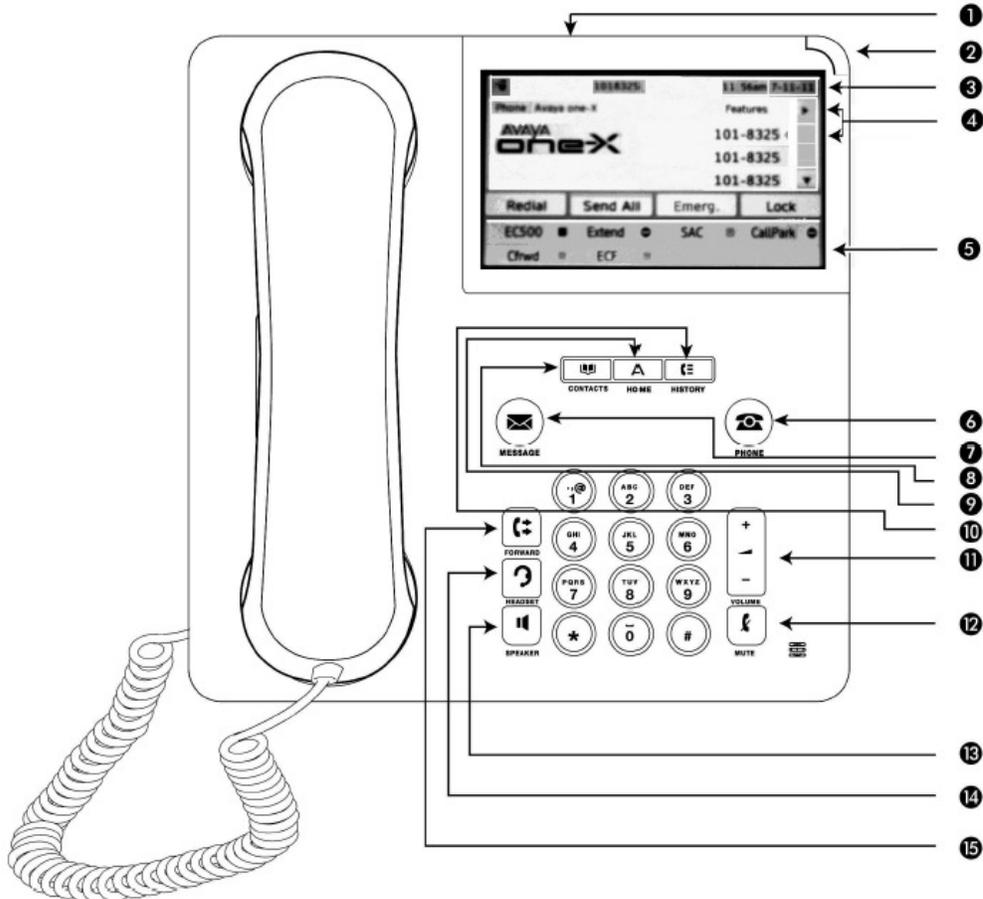
If you have questions that are not answered in this guide, please contact the IT department at 252-728-8506 or submit a support request through the IT Portal or by emailing itrequest@carteretcountync.gov.

In an attempt to conserve county resources, we ask that you do not print out this manual. This manual will always be digitally available to county employees.

CONTENTS

Button#	Name	Description
1	USB Port	USB memory device can be used to copy contacts or photos to phone. All county contacts are already stored on each phone.
2	Message indicator	If the red light is lit, you have a voicemail stored on the voicemail server. If you receive only voicemail emails, this will not be applicable.
3	Phone Display	This is the main screen on the phone, and displays information such as your extension number, time and date, and your primary button configuration including park buttons and contacts. The up and down arrows on the right can be used to navigate through your button menu as needed.
4	Features and call appearance lines	These lines display the number of call lines you have available to use. You can touch the line you wish to use.
5	Quick Touch Panel	This area can be configured to display contacts or other options that are available for use.
6	Phone	This button will take you back to the main screen on the phone.

7	Message	Press the message button to connect to the voicemail system for administering your greeting or checking voicemail messages.
8	Contacts	Press contacts to view entries in your contact list. All county contacts are already included here, and you may add personal contacts into the phone as well. If you are adding an external number that is not part of the County's Avaya phone system, you will need to add a 9 to the beginning of the phone number.
9	Home	This button will display your home screen, which contains a world clock, weather, my pictures, calculator, and settings by default. Web applications is currently included, but is not supported at this time.
10	History	Press this button to see past outgoing, incoming, or missed calls. If the button is lit, you have missed calls that you have not viewed. You can change between views to see only incoming, only outgoing, or only missed calls at the menu in the top right of the history display.
11	Volume	Press + or – to adjust the volume of a call while a call is active. To adjust the ringer volume press the + or – while not on a call until desired volume is reached.
12	Mute	Press to mute a call that is in progress which will cause the mute button to light up. To take the call off mute, press the button again.
13	Speaker	Press this button to use speakerphone on an existing call or to make a new call on speakerphone. To take the call off of speakerphone, pick up the handset or press the headset button.
14	Headset	If a compatible headset is connected, press this button to make the headset active. When active, the button will appear lit. To turn off the headset functionality, press the headset button again.
15	Forward	Press this button to display the forwarding menu.

NAVIGATING VIA THE PHONE DISPLAY

Use the up and down arrows on the touchscreen to scroll up and down on your menu to view additional programmed buttons.

To navigate a page at a time instead of line by line, press and hold the up or down arrow as needed.
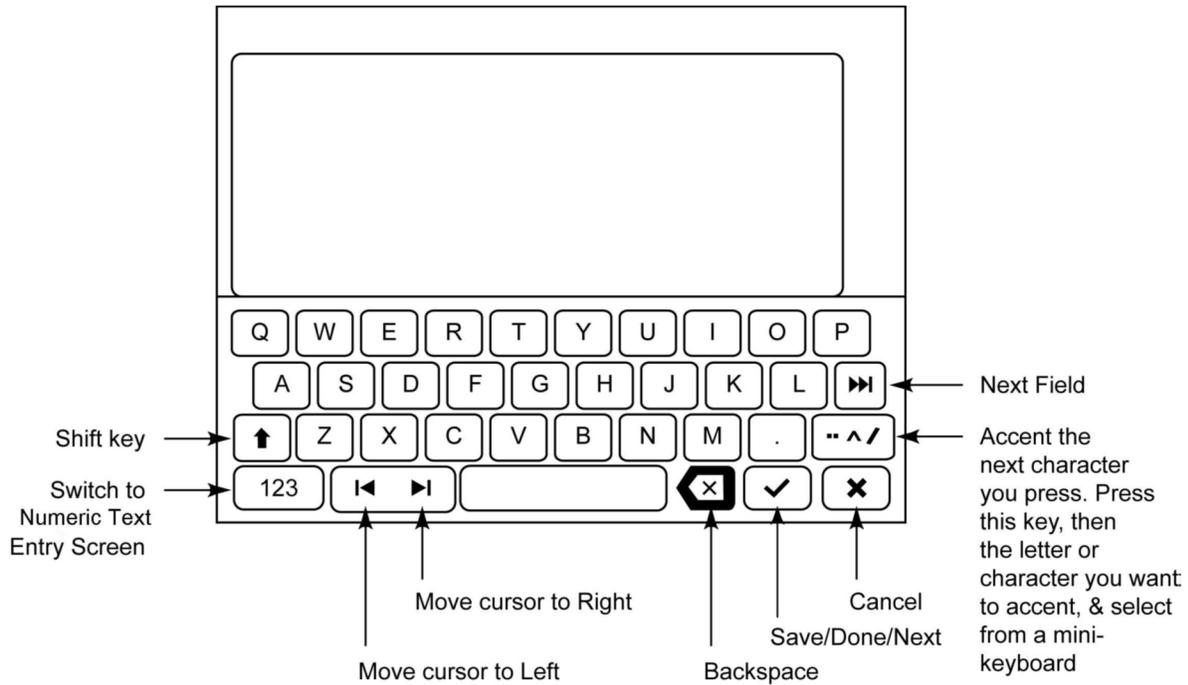
ADJUSTING THE PHONE STAND

To adjust the phone stand, press either the top or bottom of the stand against the phone until it locks into place.
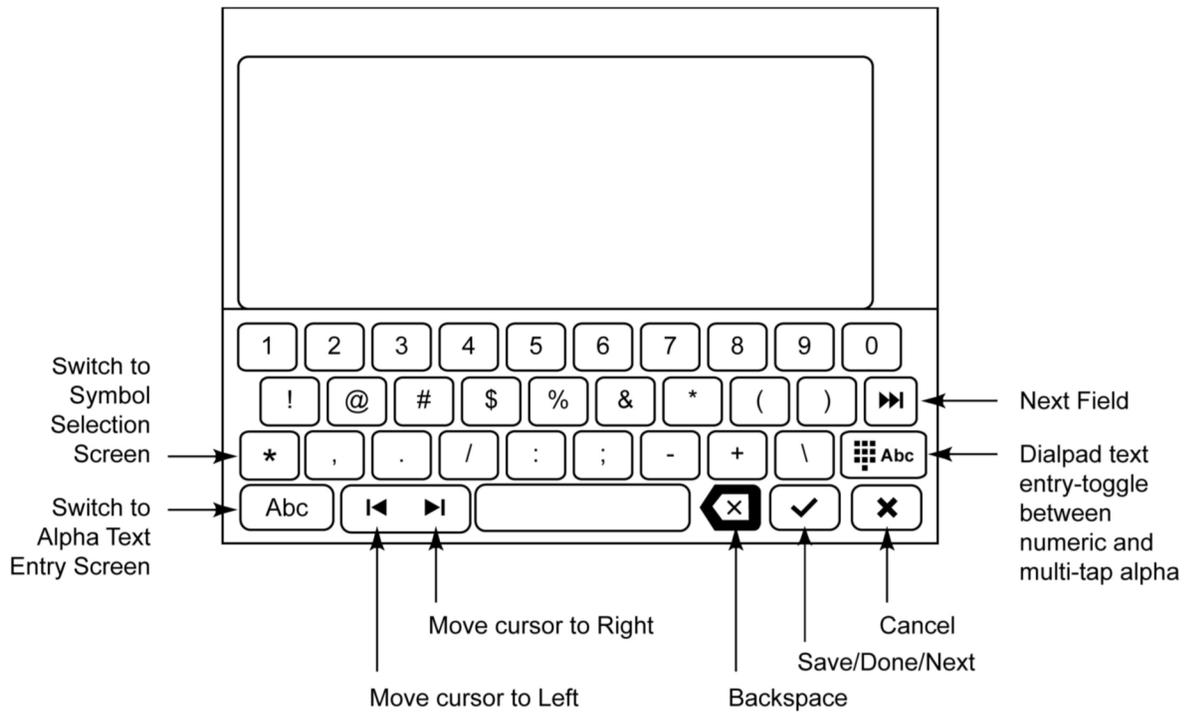
ON-SCREEN KEYBOARD USE

The on-screen keyboard is displayed when you add a new contact to the phone. You will need to use the on-screen keyboard to enter the name, but you may use the number buttons on the phone to enter

the phone number. See the photos below for more information about using and switching between the text and numeric on-screen keyboards.

TEXT ENTRY KEYBOARD

Next Field

Shift key →

Switch to Numeric Text Entry Screen →

Accent the next character you press. Press this key, then the letter or character you want to accent, & select from a mini-keyboard

Move cursor to Right

Cancel

Save/Done/Next

Move cursor to Left

Backspace

NUMERIC ENTRY KEYBOARD

Switch to Symbol Selection Screen →

Switch to Alpha Text Entry Screen →

Next Field

Dialpad text entry-toggle between numeric and multi-tap alpha

Move cursor to Right

Cancel

Save/Done/Next

Move cursor to Left

Backspace

2: ABOUT FEATURES

CALLING FROM DIRECTORY

The IT department has set up a directory that has been made available to all phone users which allows you to dial another Avaya phone user by name.

> Procedure

1. Press the **Contacts** button
2. Dial the name of the person or department you wish to contact. For example, if you wish to call "John", press the number that corresponds to each letter in the name once. In this example, you would dial 5-6-4-6. Press 0 for space if needed. Most departments are abbreviated in the contact list, such as **IT** for Information Technology or **ROD** for Register of Deeds.
3. Using the up and down arrow keys, scroll through the list of matching results until you see the contact you wish to call.
4. Press the name of the person you want to call (you should see a little arrow to the left of the name indicating that the user is currently selected).
5. Touch **Call** on the touchscreen to call the person you have selected, or press details to view the name and extension number.

CHANGING RING TONES

You can choose your ring tone from two different sets of sounds. Classic ring tones are simple synthesized sounds. Rich tones are richer, more complex sounds. A check mark indicates which ring tone is currently selected.

> Procedure

1. Press the **Home** button.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen & Sounds Options**.
5. On the **Screen & Sounds** menu, touch **Personalized Ringing**.
6. If you see a scroll bar, scroll to see the full list of ring tone options. To switch between the two sets of ring tones, touch **Classic Tones** or **Rich Tones**.
7. Touch the ring tone you wish to use.
8. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

3: ANSWERING A CALL

When you receive a call, the call will be automatically selected so all you will need to do is pick up the handset, press the **Speaker** button, or press the headset button to answer the call on your headset.
If you are already on another call, you will have to manually select the incoming call by selecting the

highlighted line bar on your screen to answer it. The incoming call will be indicated by a green line with a ringing bell icon. Simply touch the line to answer the call.

4: MAKING A CALL

If you are not on a call and you wish to make a call, simply lift the handset and dial the number you wish to call. To make a call on speakerphone or on your headset with the headset button activated, simply dial the number without picking up the handset. If you are calling an outside line, you will have to dial 9 before the number. If you are calling a long-distance number, you will have to dial a 9 and a 1 before the area code and phone number you wish to call.

If you wish to call an internal extension, you can dial the 4-digit extension directly or use the **Contacts** button to search through the internal directory and follow the instructions from the previous section "Calling from Directory".

MAKING AN EMERGENCY CALL

In an emergency, dial 9-1-1 from your phone without any other prefix.

NOTE: If you accidentally dial 9-1-1, please remain on the line and let the dispatcher know that you called them unintentionally. 9-1-1 hang ups are a serious occurrence that require police involvement.

REDIALING A NUMBER

1. From the phone screen, simply touch **Redial** on the touchscreen.
2. A list of recently dialed calls will be displayed.
3. On the touchscreen, use the up and down arrows if needed and press the line of the number you wish to call back.
4. Touch **Call** on the touchscreen.

CALLING FROM THE CALL HISTORY

1. Press the **History** button.
2. A list of past calls will be displayed.
3. On the touchscreen, use the up and down arrows if needed and press the line of the number you wish to call back.
4. Touch **Call** on the touchscreen.

MUTING A CALL

If you do not want the person you are speaking with to hear you, press the **Mute** button. While active, the mute button will be lit up in red. To unmute the call, press the **Mute** button again.

PUTTING A CALL ON HOLD

To place an active call on hold, simply press the **Hold** button on the touchscreen. To pick the call up from hold, press the line that the held call is on.

TRANSFERRING A CALL

1. While on a call, touch **Transfer** on the touchscreen.
2. Dial the number you would like to send the call to or press a user button on your phone.
   - If you are dialing an internal 4-digit extension and wish to send the call directly to voicemail, press **#** prior to dialing the extension.
3. Touch **Complete** to transfer the call.

SETTING UP A CONFERENCE CALL

1. While on a call, touch **Conf** on the touchscreen.
2. Dial the phone number of the person you wish to add to the call, or call from the contacts list.
3. When the person answers, touch **Join** to add the person to the existing call.
4. To add another party to the conference, touch **Add** on the touchscreen.
5. Repeat steps 2 and 3 until all desired parties have been added to the call.
6. To see a list of the conference participants, touch **Details** on the conference call line and then you may choose to do any of the following:
   - Touch a participant name and touch **Silence** to mute the person.
   - Touch a participant name and touch **Drop** to drop this person from the conference call.
   - Touch **Refresh** the refresh the conference details.
   - Touch **Back** to exit the conference details screen and return to the phone screen.

ADDING A PERSON ON HOLD TO A CONFERENCE CALL

Procedure

1. From phone screen, select your active call
2. Touch **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. Touch **Resume** to take the call off hold.
5. Touch **Join** to add the person to the conference call.

PUTTING A CONFERENCE CALL ON HOLD

You can touch **Hold** on the touchscreen to place a conference call on hold. When this is done, the other parties on the conference call can continue talking to one another.

5: USING THE CONTACTS BUTTON

Up to 250 contact names with up to 3 phone numbers each can be added to your personal contact list on your phone.

SEARCHING CONTACTS

1. Press the **Contacts** button.
2. Dial the name of the person you wish to contact. For example, if you wish to call "John", press the number that corresponds to each letter in the name once. In this example, you would dial 5-6-4-6. Press 0 for space if needed.
3. Using the up and down arrow keys, scroll through the list of matching results until you see the contact you wish to call.
4. Touch the name of the person you want to call (you should see a little arrow to the left of the name indicating that the user is currently selected).
5. Touch **Call** on the touchscreen to call the person you have selected, or press details to view the name and extension number.

ADDING A NEW CONTACT

1. Press **Contacts** button on phone.
2. Touch **New** on the touchscreen.
3. Enter the name of the person you want to enter using the on-screen keyboard.
4. Touch the green check mark to move to the number box, or touch the number line on the touchscreen.
5. The first number entered is the primary number of a contact and is always displayed first.
6. Touch the green check mark to indicate that you are finished entering the name and primary number.

To change the name or number, touch the line for the respective change and choose **Edit**. To add another number for the contact, touch **Add**, select an icon and enter the number. To change the primary number, touch **Primary**. Click **Save** after you are finished working with a contact, or **Cancel** if you wish to discard the changes.

EDITING A CONTACT

Procedure

1. Press **Contacts** button on phone.
2. Search for the contact you want to edit.
3. Touch **Details** on the touchscreen to display information.
4. Touch **Edit** on the touchscreen.
5. To edit a name or number, follow the appropriate step below:
   - Touch **Primary** to change the primary contact number.
   - Touch the name or number you want to edit.
   - Touch a blank line to add a number.
   - Touch **Cancel** to return to the contacts list.
6. Use the on-screen keyboard to make changes to the contact information as needed.
7. Touch **Done**.
8. To change additional contact information, repeat Steps 5 through 7.

DELETING A CONTACT

Procedure

1. Press **Contacts**.
2. Search for the contact you wish to delete.
3. Touch **Details** for the selected contact.
4. Touch **Delete.**
5. Touch **Delete** again to confirm deletion or **Cancel** if you do not wish to delete the contact.

6: CALL HISTORY

When pressed, the **History** button provides a list of information regarding recent incoming, outgoing, and missed calls.

VIEWING THE CALL HISTORY

Procedure

1. Press **History**
2. You initially see the menu containing all recent calls, but can choose a more specific list by:
   - Select the phone icon with the blue arrow pointing up for all outgoing calls.
   - Select the phone icon with the green arrow pointing down for all incoming calls.
   - Select the phone icon with the red x for all missed calls.
3. Scroll up and down with the arrows on the touch screen as needed to view entries.
4. If you wish to see call details, touch the line of the desired call and press **Details** on the touchscreen.

5. Touch **List** to return to list view, or to add the number as a new contact, press the **+Contact** button on the touchscreen. Note that you may need to touch **More** on the touchscreen to see the **+Contact** button.

ADDING AN ENTRY FROM THE CALL HISTORY TO CONTACTS LIST

Procedure

1. Press **History**.
2. Touch the **Details** button of the number you want to add to your contacts list.
3. Touch **+Contact** (may need to touch **More** to see this option).
4. Edit the name and telephone number, if necessary.
5. Touch **Done**, then **Save**.

REMOVING AN ENTRY FROM THE CALL HISTORY

Procedure

1. Press **History**.
2. If you don't see the entry you want to delete, use the scroll bar to find it.
3. Touch **Details** for the entry you want to delete to see the call details.
4. Touch **Delete**.
5. Touch **Delete** again to confirm, or touch **Cancel** if you do not want to delete this entry.

CLEARING ALL CALL HISTORY ENTRIES

Procedure

1. Press **History**.
2. Touch **Clear All** for the list you wish to clear.
3. Touch **Clear All** to confirm deletion.

7: VOICEMAIL

GREETING SETUP PROCEDURE

1. Press the **Message** button on the phone to access your voicemail menu.
2. Use the up and down arrows to navigate through the menu if needed.
3. To record your voicemail greeting, touch **Greeting** on the touchscreen.
   a. Touch **Record** on the touchscreen to record a new greeting.
      - Once you have recorded your new greeting, press **Stop** on the touchscreen.
      - Touch **Listen** to hear the message you just recorded.
      - Press **Submit** if you are satisfied with the greeting, or **Record** to record a new greeting.
      - Touch **Cancel** (you may have to touch **More** on the touchscreen to see this option) or hang up if you wish to discard the newly recorded message and revert back to the previous greeting.
   b. Touch **Listen** on the touchscreen to hear your current voicemail greeting.

LISTEN TO VOICEMAIL MESSAGES

If your voicemail messages are not forwarded to your email, then you can use the phone's message button to view and manage your phone voicemails.

1. Press the **Message** button on the phone to access your voicemail menu.
2. To Listen to voicemail messages, touch **Listen** on the touchscreen.
3. On the Listen screen you will be able to view new, old, and saved messages. Select one of those options to access the messages in that category and then use the options below:
   a. Play - Play the message.
      i. To select the next message or previous message, use the down arrow and up arrow cursor keys.
      ii. To fast forward or rewind the current playing message by 5 seconds, use the left arrow and right arrow cursor keys.
   b. Pause - Pause the message playback.
   c. Delete - Delete the message.
   d. Save - Mark the message as a saved message.
   e. Call - Call the message sender if a caller ID is available.

REFERENCES

Photos and instructions summarized from information retrieved from http://www.avaya.com