



Using Avaya J169 / J179 IP Phones SIP

Draft

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3 **Note**

4 Using a cell, mobile, or GSM phone, or a two-way radio in close
5 proximity to an Avaya IP telephone might cause interference.

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14 written consent of Avaya can be a criminal, as well as a civil offense
15 under the applicable law.

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17 The following applies if the product is deployed on a virtual machine.
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19 unless otherwise stated, that each Instance of a product must be
20 separately licensed and ordered. For example, if the end user
21 customer or Avaya Channel Partner would like to install two
22 Instances of the same type of products, then two products of that
23 type must be ordered.

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25 "Third Party Components" mean certain software programs or
26 portions thereof included in the Software or Hosted Service may
27 contain software (including open source software) distributed under
28 third party agreements ("Third Party Components"), which contain
29 terms regarding the rights to use certain portions of the Software
30 ("Third Party Terms"). As required, information regarding distributed
31 Linux OS source code (for those products that have distributed Linux
32 OS source code) and identifying the copyright holders of the Third
33 Party Components and the Third Party Terms that apply is available
34 in the products, Documentation or on Avaya's website at: [https://](https://support.avaya.com/Copyright)
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36 by Avaya. The open source software license terms provided as Third
37 Party Terms are consistent with the license rights granted in these
38 Software License Terms, and may contain additional rights benefiting
39 You, such as modification and distribution of the open source
40 software. The Third Party Terms shall take precedence over these
41 Software License Terms, solely with respect to the applicable Third
42 Party Components to the extent that these Software License Terms
43 impose greater restrictions on You than the applicable Third Party
44 Terms.

45 T9 Text Input and other products are covered by one or more of the
46 following patents: U.S. Pat. Nos. 5,187,480, 5,818,437, 5,945,928,
47 5,953,541, 6,011,554, 6,286,064, 6,307,548, 6,307,549, and
48 6,636,162, 6,646,573, 6,970,599; Australia Pat. Nos. 727539,
49 746674, 747901; Austria Pat. Nos. AT225534, AT221222; Brazil P.I.
50 No. 9609807-4; Canada Pat. Nos. 1,331,057, 2,227,904, 2,278,549,
51 2,302,595; Japan Pat. Nos. 3532780, 3492981; United Kingdom Pat.
52 No. 2238414B; Hong Kong Standard Pat. No. HK1010924; Republic
53 of Singapore Pat. Nos. 51383, 66959, 71979; European Pat. Nos. 1
54 010 057 (98903671.0), 1 018 069 (98950708.2); Republic of Korea
55 Pat. Nos. KR201211B1, KR226206B1, 402252; People's Republic of
56 China Pat. No. ZL96196739.0; Mexico Pat. Nos. 208141, 216023,
57 218409; Russian Federation Pat. Nos. 2206118, 2214620, 2221268;
58 additional patent applications are pending

59 The following applies only if the H.264 (AVC) codec is distributed with
60 the product. THIS PRODUCT IS LICENSED UNDER THE AVC
61 PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A
62 CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE
63 REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH
64 THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC
65 VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A
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69 ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA,
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105 WWW.MPEGLA.COM.

106 Compliance with Laws

107 You acknowledge and agree that it is Your responsibility for
108 complying with any applicable laws and regulations, including, but not
109 limited to laws and regulations related to call recording, data privacy,
110 intellectual property, trade secret, fraud, and music performance
111 rights, in the country or territory where the Avaya product is used.

112 Preventing Toll Fraud

113 "Toll Fraud" is the unauthorized use of your telecommunications
114 system by an unauthorized party (for example, a person who is not a
115 corporate employee, agent, subcontractor, or is not working on your
116 company's behalf). Be aware that there can be a risk of Toll Fraud
117 associated with your system and that, if Toll Fraud occurs, it can
118 result in substantial additional charges for your telecommunications
119 services.

120 Avaya Toll Fraud intervention

121 If You suspect that You are being victimized by Toll Fraud and You
122 need technical assistance or support, call Technical Service Center
123 Toll Fraud Intervention Hotline at +1-800-643-2353 for the United
124 States and Canada. For additional support telephone numbers, see
125 the Avaya Support website: <https://support.avaya.com> or such
126 successor site as designated by Avaya.

127 Security Vulnerabilities

128 Information about Avaya's security support policies can be found in
129 the Security Policies and Support section of [https://](https://support.avaya.com/security)
130 support.avaya.com/security.

131 Suspected Avaya product security vulnerabilities are handled per the
132 Avaya Product Security Support Flow ([https://](https://support.avaya.com/css/P8/documents/100161515)
133 support.avaya.com/css/P8/documents/100161515).

134 Downloading Documentation

135 For the most current versions of Documentation, see the Avaya
136 Support website: <https://support.avaya.com>, or such successor site
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138 Contact Avaya Support

139 See the Avaya Support website: <https://support.avaya.com> for
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141 with your Avaya product or Hosted Service. For a list of support
142 telephone numbers and contact addresses, go to the Avaya Support
143 website: <https://support.avaya.com> (or such successor site as
144 designated by Avaya), scroll to the bottom of the page, and select
145 Contact Avaya Support.

1 Regulatory Statements

2 Australia Statements

3 Handset Magnets Statement:



Danger:

- 4 The handset receiver contains magnetic devices that can
- 5 attract small metallic objects. Care should be taken to avoid
- 6 personal injury.

7 Industry Canada (IC) Statements

8 RSS Standards Statement

9 This device complies with Industry Canada licence-exempt RSS
10 standard(s). Operation is subject to the following two conditions:

- 11 1. This device may not cause interference, and
- 12 2. This device must accept any interference, including
- 13 interference that may cause undesired operation of the
- 14 device.

15 Le présent appareil est conforme aux CNR d'Industrie Canada
16 applicables aux appareils radio exempts de licence. L'exploitation est
17 autorisée aux deux conditions suivantes:

- 18 1. L'appareil ne doit pas produire de brouillage, et
- 19 2. L'utilisateur de l'appareil doit accepter tout brouillage
- 20 radioélectrique subi, même si le brouillage est susceptible
- 21 d'en compromettre le fonctionnement.

22 Radio Transmitter Statement

23 Under Industry Canada regulations, this radio transmitter may only
24 operate using an antenna of a type and maximum (or lesser) gain
25 approved for the transmitter by Industry Canada. To reduce potential
26 radio interference to other users, the antenna type and its gain
27 should be so chosen that the equivalent isotropically radiated power
28 (EIRP) is not more than that necessary for successful
29 communication.

30 Conformément à la réglementation d'Industrie Canada, le présent
31 émetteur radio peut fonctionner avec une antenne d'un type et d'un
32 gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie
33 Canada. Dans le but de réduire les risques de brouillage
34 radioélectrique à l'intention des autres utilisateurs, il faut choisir le
35 type d'antenne et son gain de sorte que la puissance isotrope
36 rayonnée équivalente ne dépasse pas l'intensité nécessaire à
37 l'établissement d'une communication satisfaisante.

38 This Class B digital apparatus complies with Canadian ICES-003.

39 Cet appareil numérique de la classe B est conforme à la norme
40 NMB-003 du Canada.

41 Radiation Exposure Statement

42 This equipment complies with FCC & IC RSS102 radiation exposure
43 limits set forth for an uncontrolled environment. This equipment
44 should be installed and operated with minimum distance 20cm
45 between the radiator & your body. This transmitter must not be co-
46 located or operating in conjunction with any other antenna or
47 transmitter.

48 Cet équipement est conforme aux limites d'exposition aux
49 rayonnements ISÉDétablies pour un environnement non contrôlé.

50 Cet équipement doit être installé et utilisé avec un minimum de 20
51 cm de distance entre la source de rayonnement et votre corps.

52 Japan Statements

53 Class B Statement

54 This is a Class B product based on the standard of the VCCI Council.
55 If this is used near a radio or television receiver in a domestic
56 environment, it may cause radio interference. Install and use the
57 equipment according to the instruction manual.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

58 取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

59 Denan Power Cord Statement



Danger:

60 Please be careful of the following while installing the
61 equipment:

- 62 • Please only use the connecting cables, power cord, and
- 63 AC adapters shipped with the equipment or specified by
- 64 Avaya to be used with the equipment. If you use any
- 65 other equipment, it may cause failures, malfunctioning,
- 66 or fire.
- 67 • Power cords shipped with this equipment must not be
- 68 used with any other equipment. In case the above
- 69 guidelines are not followed, it may lead to death or
- 70 severe injury.



警告

71 本製品を安全にご使用頂くため、以下のことにご注意ください。

- 72 • 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず
- 73 製品に同梱されております添付品または指定品をご使用く
- 74 ださい。添付品指定品以外の部品をご使用になると故障や動作
- 75 不良、火災の原因となることがあります。
- 76 • 同梱されております付属の電源コードを他の機器には使用し
- 77 ないでください。上記注意事項を守らないと、死亡や大怪我
- 78 など人身事故の原因となることがあります。
- 79

80 México Statement

81 The operation of this equipment is subject to the following two
82 conditions:

- 83 1. It is possible that this equipment or device may not cause
- 84 harmful interference, and
- 85 2. This equipment or device must accept any interference,
- 86 including interference that may cause undesired operation.

87 La operación de este equipo está sujeta a las siguientes dos
88 condiciones:

- 89 1. Es posible que este equipo o dispositivo no cause
- 90 interferencia perjudicial y
- 91 2. Este equipo o dispositivo debe aceptar cualquier
- 92 interferencia, incluyendo la que pueda causar su operación
- 93 no deseada.

94 Power over Ethernet (PoE) Statement

95 This equipment must be connected to PoE networks without routing
96 to the outside plant.

97 Taiwan Low Power Radio Waves Radiated Devices Statement

98 802.11b/802.11g/BT:

99 Article 12 — Without permission granted by the NCC, any company,
100 enterprise, or user is not allowed to change frequency, enhance
101 transmitting power or alter original characteristic as well as
102 performance to an approved low power radio-frequency devices.

103 Article 14 — The low power radio-frequency devices shall not
104 influence aircraft security and interfere legal communications; If
105 found, the user shall cease operating immediately until no
106 interference is achieved. The said legal communications means radio
107 communications is operated in compliance with the
108 Telecommunications Act. The low power radio-frequency devices
109 must be susceptible with the interference from legal communications
110 or ISM radio wave radiated devices.

802.11b/802.11g/BT 警語：

第十二條→經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

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Chapter 1: Introduction

Purpose

- 3 This document describes how to use Avaya J169 / J179 IP Phone features.
- 4 This document is intended for people who use Avaya J169 / J179 IP Phones.

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Chapter 2: Phone overview

Phone overview

The Avaya J169 and J179 IP Phones are SIP-based phones, intended to be used for business communications. The phones support eight call appearances with four lines of call display. The phones can support up to three button modules, and each button module supports 24 call appearances.

The Avaya J169 IP Phone has a monochrome display, and the Avaya J179 IP Phone has a color display.

1 Physical layout



Callout number	Name	Button Icon	Description
1	Beacon LED	N/A	The beacon LED flashes a red light to the upper-right corner of the phone, which indicates that you have a voice mail, an incoming call or you are on a call using the hands free speaker capability.
2	Phone display	N/A	The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view other screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your administrator administers the system.
3	Line Keys	N/A	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. For 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 the system or system number has enabled or disabled a feature 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.  Note: For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.
4	Softkeys	N/A	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

Table continues...

Callout number	Name	Button Icon	Description
			actions vary depending on the screen that the phone displays.
5, 7	Navigation ring and OK		The OK button performs the action of selecting the function assigned to the left most soft key function. The navigation arrows performs the action of scrolling through various sections of the phone display.
6	Phone screen		The Phone button displays the Phone screen when you press the button. During a call, you can gain access to the following options from the Phone screen: • Hold • Conference • Transfer • Drop call
8	Menu		When you press Home , you gain access to the Avaya Menu to configure options and settings, access the browser or any applications available.
9	Contacts		When you press Contacts , the Phone screen displays the entries in your contact list.
10	Recents		When you press History , the Phone screen displays the history of your outgoing, incoming, and missed calls. The icon on the History the deskphone lights the button when you have missed calls. The top line shows the Missed Call icon and the number of calls that you have missed.
13	Headset		Press the Headset button to use the headset if connected.
11			When you press Message, you are connected directly to your voice mail system. The deskphone lights this button when you have voice mail messages waiting. To listen to

Table continues...

Callout number	Name	Button Icon	Description
			your voice mail messages, ensure that the system administrator configures the voice mail for your extension.
14	Speaker	N/A	Press the Speaker button to use the speakerphone. To take a call off speakerphone, lift the handset or press the Headset button.
16	Volume		If you press + or - on the Volume button on an active call, the phone increases or decreases the volume of your handset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.
15	Mute		Press the Mute button to mute a call in progress. To unmute the call, press the Mute button again.

Chapter 3: Getting started

Logging in to your phone

About this task

Perform this task to log in to your phone.

The phone supports Multiple Device Access (MDA) using which you can register up to 10 SIP devices with your extension. If you register to multiple devices, you can perform functions, such as switching to another registered device during an active call or bridging on to calls at multiple registered devices.

Procedure

1. On the login screen, enter the extension number that your administrator assigned to you for login.
2. Press **Enter** or **OK** or **#**.
3. Enter the password that your administrator assigned to you.
4. Press **Enter** or **OK** or **#**.

Locking and unlocking your deskphone

About this task

Locking your phone when it is idle prevents it from being used to make a call, with the exception of an emergency call. When locked, a padlock symbol displays and the only actions you can take are to receive calls, make an emergency call, or unlock the phone. Locking your phone does not log it out; you are still logged in but must enter your login password when you unlock the phone. If you press a button that is not allowed on a locked phone, an error is displayed with a beep.

Note:

- 22 Ensure that you do not have any active calls when you lock the phone.

When you lock your phone, your presence status changes to *Away*.

Procedure

- 25 1. From the Features screen, press **Phone Lock**.
- 26 2. Press **Lock** on the phone screen.

3. To unlock your phone, press **Unlock** and enter the password you use for deskphone login.

Logging out of your phone

Procedure

1. Go to **Avaya Menu > Log out** .
2. Press **OK** or **Log Out** soft key.
3. Press **Yes** to confirm.

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Chapter 4: Call Operation

Making a call

Procedure

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
 2. Dial the number you want to call.
- If you are on a mute call, you can select an available call line appearance by using **Up** or **Down** arrows.

Calling a person from the contacts list

Procedure

1. Press **Contacts**.
2. Select the person or number that you want to call.
3. Find 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 the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.
4. Press **Call** or **OK**.

Making a call using edit dialing

Procedure

1. From the **Phone** screen, enter the number you want to call.
2. To edit the number, press **Bksp** to erase the previous character, one character at a time. To change the character format press the **123** softkey.
3. Press **Call** or **OK**.

1 Autodialing a pre-assigned number

2 About this task

3 Your system administrator may set up frequently called numbers such as Information Technology or
4 the Help Desk as Autodial numbers, so you can dial them with one touch.

5 Procedure

6 1. From the Phone screen, scroll right till you gain access to the System Numbers menu.

7 To assign labels to or edit labels for your Autodial numbers, see [Assigning labels to auto-dial](#)
8 [numbers](#) on page 48.

9 2. Select the number you want to call.

10 3. Press the **Call** softkey or the **OK** button.

11 Calling a person from the call history

12 Procedure

13 1. Press the **History** button.

14 2. Scroll to the left or right to view a separate list of all calls, missed, or unanswered calls,
15 answered calls, or outgoing calls.

16 3. Scroll up or down to select the person or number you want to call.

17 4. Select the person or number you want to call.

18 5. Press the **Call** softkey or the **OK** button.

19 Redialing a number

20 Procedure

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

22 The phone redials the last number or a list of the most recent numbers that you have dialed
23 appears from which you can select a number to redial. For information on redial settings, see
24 [Setting Redial Options](#) on page 43.

Note:

25 The phone clears the last number dialed and redial list if you clear the Outgoing Call
26 Log. Also, the redial softkey disappears.

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

28 Your system administrator can disable Redial functionality.

1 Speed dialing a person

2 Procedure

- 3 On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call.
- 4 If speed dial numbers are assigned to a button module attached to your phone, press the button
- 5 assigned to the person you want to call.

6 Answering a call

7 Procedure

8 Answer an incoming call in one of the following ways:

- 9 • If you are not on another call, lift the handset or press the line button next to the incoming call,
- 10 press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to
- 11 answer using the headset.
- 12 • If you are on another call, from the Phone screen, scroll to the line with the incoming call and
- 13 press **Answer** or **OK**. The deskphone automatically answers the incoming call and puts the
- 14 previous call on hold.

* Note:

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

17 Ignoring an incoming call

18 About this task

19 Use this procedure to turn off the ringer for an incoming call.

20 Procedure

21 From the Phone screen, press **Ignore**.

22 Speed dialing to a monitored extension

24 About this task

25 Use this task to make a call to a monitored deskphone. Ensure that the monitored deskphone to

26 which you make the call is in an idle state. If the monitored deskphone has an active call redirection

feature and you can override the feature, the monitored deskphone rings for 30 seconds. If no one answers the call during this time, the system redirects the call to the redirected number.

Procedure

1. Go to the Features screen.
2. Scroll to choose the monitored deskphone that you want to call.
3. Press **Select** or press **OK** twice.

Result

The deskphone makes a call to the monitored extension.

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.

4. Press **Resume**, **OK** button, or the line button of the held call to retrieve the call. Your system administrator might 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.

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.

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 you mute the call, the Mute button light is on and the top line displays the Mute icon.

1 Answering an active call on a monitored extension

2 Procedure

- 3 1. Go to the Features screen.
- 4 2. Scroll to choose the monitored extension for which you want to answer the incoming call.
- 5 3. Press **Select** or press **OK** twice.

6 Picking up a call to another call pickup group

7 About this task

8 When your administrator has set up this feature, you can answer a call ringing at a phone in a call
9 pickup group other than your own.

10 Procedure

- 11 1. Scroll right from the Phone screen to access the Features screen.
- 12 2. If necessary, scroll down to Extended Call Pickup and press **OK** or just press the
13 corresponding line button.
- 14 3. Answer the call using the pickup number and then press **Enter** or **OK**.

15 Picking up a call to another extension

16 About this task

17 When your administrator has set up this feature, you can answer a call ringing at another extension
18 without having to be a member of a Pickup group.

19 Procedure

- 20 1. Scroll right from the Phone screen to gain access to the Features screen.
- 21 2. If necessary, scroll down to Directed Call Pickup and press **OK** or just press the
22 corresponding line button.
- 23 3. Answer the call using the extension number and then press **Enter** or **OK**.

24 Answering a call for a call pickup group member

25 Procedure

- 26 1. From the Phone screen, gain access to the Features screen.

2. Scroll to **Call Pickup** and press **Select** or the corresponding line button.

Interrupting a call with a whisper page

About this task

Use the Whisper Page feature to interrupt or “barge in” on another user's call and make an announcement. This feature is unique because only the person on the paged extension can hear the page. Other parties on the call cannot hear the page, and the person who makes the page cannot hear anyone on the call. If the paged user has a display telephone, the paged user can see your caller ID. For example, users A and B are on a call. You have an urgent message for user A and make a whisper page. All three users hear the tone that signals the page, but only user A hears the page itself. You cannot hear user B.

Procedure

1. Scroll right from the Phone screen to gain access to the Features screen.
2. If necessary, scroll down to Whisper Page and press **OK** or just press the corresponding line button.
3. Enter the extension you want to call.
4. Press **Enter** or **OK** to immediately start dialing and deliver your message when the person you called answers.

Making a blind transfer

About this task

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

Before you begin

Ensure that the Blind Transfer feature is enabled by your administrator.

Procedure

1. On an active call, press or tap the **Transfer** softkey.
The phone displays the Enter transfer destination screen.
2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
 - **Held Call**: Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
 - **History**: Displays the recent call history as an option and switches to the Select Transfer Method screen.

- **Contacts**: Displays the contacts list as an option and switches to the Select Transfer Method screen.
- **Cancel**: Terminates the call transfer.
- **More**: Displays more options related to call transfer.
- **Priority**: Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.

Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The phone displays the Select Transfer Method screen.

4. To complete the transfer, press the **Now** softkey.

The phone transfers the call to the selected number.

*** Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message **Return** next to the call.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer. This feature is available only when Blind Transfer is disabled.

Viewing the status of monitored stations

Procedure

1. Go to the Features screen.
2. Scroll to view the status of all the monitored stations.

*** Note:**

- 23 The Team button screen remains active till you close the screen.

Excluding others from bridging on to your call

About this task

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

Before you begin

The feature is available only if the administrator enables the option for your extension.

Procedure

1. Access the Features screen during an active call.
 2. Scroll down to Exclusion and press **OK** or just press the corresponding line button.
- When you activate Exclusion during a call, all parties except you and the calling and the called party are dropped from the call.

Making an outgoing call on a bridged line

About this task

When you make a call on a bridged line, you are using another phone user's line. The caller ID associated with the call you are making might show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your administrator.

Procedure

1. Select the bridged line you want to use.
2. Press **OK** or select the corresponding call appearance to get a dial tone.
3. Dial the phone number, or call the person from the Contacts list, or call the person from the History list.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as answering the call on a primary line. For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

Procedure

1. Select the bridged call that you want to answer.
- The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.
2. Press **Answer**.

1 Joining a call on a bridged line

2 Procedure

- 3 1. Select the bridged call in progress that you want to join.
- 4 2. Press the **Bridge** softkey or **OK**.

5 Independent alerting for each bridged call appearance

6 You can configure a unique alerting option for each bridged call appearance on your deskphone if
7 the administrator has enabled the Independent alerting feature for your extension.

8 The following four options are available:

- 9 • **On**: The deskphone plays a ringtone on an incoming call on the bridged appearance.
- 10 • **Off**: The deskphone does not play an alert ringtone on an incoming call on the bridged
11 appearance.
- 12 • **Delayed**: The deskphone plays an alerting melody after a delay if you do not answer a call on
13 the bridged appearance. Your administrator can configure the delay.
- 14 • **Abbreviated**: The deskphone plays a single beep to indicate a call on the bridged appearance.

* Note:

- 15 For multiple call appearance alerting, the phone highlights the call appearance with the most
16 recent incoming call.

17 Transferring a call to a monitored deskphone

18 Before you begin

19 You must be on an active call.

20 About this task

21 Use this task to transfer an active call to a monitored deskphone. If the monitored deskphone has an
22 active call redirection feature and you can override the feature, the monitored deskphone rings for
23 30 seconds. If no one answers the call during this time, the system redirects the call to the
24 redirected number.

25 Procedure

- 26 1. Go to the Features screen.
- 27 2. Scroll to choose the monitored deskphone to which you want to transfer the active call and
28 press **Select** or **OK**.

29 The system puts the active call on hold and rings the monitored deskphone.

3. To complete the transfer, perform one of the following actions:

- Press the **Complete** softkey.
- On-hook the handset.
- Press the **Speaker** button.

Making an attended transfer

About this task

An attended transfer is when you put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.

Procedure

1. On an active call, press or tap the **Transfer** softkey.

The phone displays the Enter transfer destination screen.

2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:

- **Held Call**: Displays the held call line appearances as an option and switches to the Select Transfer Method screen.
- **History**: Displays the recent call history as an option and switches to the Select Transfer Method screen.
- **Contacts**: Displays the contacts list as an option and switches to the Select Transfer Method screen.
- **Cancel**: Terminates the call transfer.
- **More**: Displays more options related to call transfer.
- **Priority**: Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.

Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The active call is put on hold, and the second call starts ringing. The call transfer-recipient answers the call.

4. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

*** Note:**

- 1 • Unanswered transfers might return to your phone as a recalled transfer. In this case,
- 2 you hear a priority ring and see a display message `Return` next to the call.
- 3 • In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up
- 4 feature, you can disconnect the call to complete the transfer.

Making an unattended transfer

About this task

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

Procedure

1. On an active call, press or tap the **Transfer** softkey.

The phone displays the Enter transfer destination screen.

2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:

- **Held Call:** Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
- **History:** Displays the recent call history as an option and switches to the Select Transfer Method screen.
- **Contacts:** Displays the contacts list as an option and switches to the Select Transfer Method screen.
- **Cancel:** Terminates the call transfer.
- **More:** Displays more options related to call transfer.
- **Priority:** Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.

Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.

The phone displays the Select Transfer Method screen.

4. Select **Talk** softkey.

5. To complete the transfer, press the **Complete** softkey.

The phone transfers the call to the selected number.

*** Note:**

- 1 • Unanswered transfers might return to your phone as a recalled transfer. In this case,
- 2 you hear a priority ring and see a display message `Return` next to the call.
- 3 • In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up
- 4 feature, you can disconnect the call to complete the transfer.

5 Handling a call by using MDA

6 Before you begin

7 Ensure that the system administrator activates the option for your extension.

8 Procedure

- 9 1. Answer or initiate a call from the first phone.
- 10 2. Press **Bridge** on the first phone to switch to the second phone.

11 The bridged call appears on the second MDA phone. However, limited service icon might
 12 appear briefly if your MDA phone joining the call has a different signalling mode address
 13 family. This will disappear automatically after the MDA phone joining the call switches and
 14 starts using the existing calls signalling mode address family.

15 Making a call using a Click to dial link

16 Procedure

- 17 1. Select the line with the link for the person or number you want to call.
- 18 2. Press the line button corresponding to the line with the link or press **OK**.

19 Result

20 The phone starts a call to the person or number associated with the click to dial link.

21 Making a call using URI dialing

22 Before you begin

23 Ensure that you have the URI of the extension number and Edit dialing feature enabled.

Procedure

1. Enter the number that you want to call.
 - a. Press the **Bksp** softkey to delete the characters you have entered.
 - b. Press the **ABC**, **abc**, or **123** softkey to change between the input methods.
2. Enter the complete URI that you want to call.
3. Press the **Call** softkey to make the call.

Making an emergency call

Procedure

1. On the Phone screen, press **Emerg**.
2. Press **Yes** when the deskphone displays a prompt.
3. To end the emergency call, press **End Call**.

Recording a call

About this task

Use the One Touch Recording (OTR) feature to record a malicious call on your voice mail system. This feature is available only if your administrator has set up the feature on your telephone.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to OTR and press **OK** or just press the corresponding line button to start recording the call.

Important:

- Some countries, states, and localities have laws that determine if and under what circumstances you can record telephone conversations. Before using the OTR feature, you must understand and comply with these laws.

3. Hang up to stop recording.

1 Parking a call

2 Procedure

- 3 1. During an active call, gain access to the Features screen.
- 4 2. Press **OK** or the corresponding line button to choose **Call Park**.
- 5 A checkbox is selected and is displayed on screen.

6 Unparking a call

7 Procedure

- 8 1. From the Phone screen, gain access the Features screen.
- 9 2. Press **Select** or **OK** or the corresponding line button to choose **Call Unpark**.
- 10 3. Enter the original extension from which the call was parked.
- 11 4. Press **Enter** or **OK** to unpark the call.

12 Dialing an E.164 number

13 Procedure

- 14 1. Press asterisk (*) twice.
- 15 If you are using the **SPEAKER**, the **HEADSET**, or the call appearance line, the deskphone
- 16 displays the plus sign (+) softkey on the screen.
- 17 2. Dial the number that you want to call.

18 Handling Conference Call

19

20 Using the conference feature

22 Adding a person to an active call

23 Procedure

- 24 1. During a call, on the Phone screen, press **Conf**.

- 1 The phone puts the second call on hold.
- 2 2. Dial the phone number, or call the person from the contacts list or from the history list.
- 3 3. Press the **Join** softkey.
- 4 4. To add another person, press **Add** and repeat steps 3 and 4.

6 Adding a person on hold to a conference call

7 Procedure

- 8 1. From the Phone screen, select your active call.
- 9 2. Tap/Press **Conf** or **Add** if you are already in a conference.
- 10 3. Select the call on hold that you want to add to the conference.
- 11 4. Tap/Press **Resume** to take the call off hold.
- 12 5. Tap/Press **Join** or **Conf** to add the person to the conference call.

14 Putting a conference call on hold

15 Procedure

- 16 1. Press **Hold** during a conference call.
- 17 2. Press **Resume** or **OK** or select the call appearance to resume the conference call.

19 Dropping the last participant from a conference call

20 About this task

21 Use the following procedure to drop the last participant added to the conference call. Once you drop
22 the last added participant, you cannot use the procedure to drop other participants. The deskphone
23 plays an error tone if you try to use the drop method again. If you add another participant after
24 dropping the last added participant, you can use the drop method again to drop this participant.

25 Procedure

- 26 1. From the Phone screen, select your active call.
 - 27 2. Press **Drop** once the conference is up.
- 28 The deskphone drops the last added person from the conference.

30 Viewing the details for a conference

About this task

* Note:

- 2 Depending on which server your extension is configured in, you might not be able to see the
- 3 details of a conference. If you are not able to view the details of a conference, contact your
- 4 system administrator.

Procedure

1. On the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contact 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.
6. Press **Details** button to access the details on the participants.

Call History

Turning off call history

Use this task to turn History on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call history log.

Procedure

1. Select **Options & Settings > Application Settings**.
2. To select the type of call history logging that you want to turn off, perform one of the following actions:
 - To turn off logging your calls, select **History**.
 - To turn off logging the bridged lines, select **Log Bridged Calls**.
3. Press **Change** or **OK** to turn call history logging on or off.
4. Press **Save**.

Viewing call history details

Procedure

1. Press **History**.

2. Select the number you want to view.

3. Press **Details**.

If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number. To log/not log bridged calls, see [Turning off call history](#) on page 33.

4. To return to the list view, press **Back**.

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.

* **Note:**

When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with the call information.

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

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 **+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 the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, the phone deletes only the entries for outgoing calls.

Procedure

1. Press **History**.
2. Press **Clear All**.
3. Press **Yes** or **OK** to confirm.

Handling Contact List

Using the contacts feature

You can save up to 250 names and up to 6 telephone numbers for each name. When you press the **Contacts** button, the phone activates the Contacts search mode automatically.

* Note:

- When you press the **Contacts** button you might not see all of the functions that are described in this chapter. The functions are not available because your administrator has disabled changes to Contacts.

Adding a new contact

Procedure

1. Press **Contacts > New**.
2. Enter the first and last name using the dialpad.
3. Choose **Yes** in the **Track Presence** field to know the presence information for this contact. If the presence information is available for this person, the deskphone displays the presence icon next to this name of the contact on the Phone screen or the Contact screen.
4. Scroll to the next field.
5. Enter the number.

The contact number can include a-z, A-Z, 0-9, and the following special symbols: comma (,), space, dash (-), dot (.), +, *, #, \$, &, !, ~, ?, +, =, |. A comma (,) inserts a pause during dialing.

6. Scroll to the next field and choose the type of number that you entered: Work, Home, Mobile.
7. If you have another number for this contact, select the next field and repeat Step 5 to Step 6.
- You can add up to five additional numbers for this contact, but you can designate only one number as primary.
8. Press **Save**.

Editing a contact

Procedure

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More > Edit** or **Details > Edit**.
4. Choose the field you want to edit.
5. Use the dial pad and softkeys to change the contact information.
6. Press **Save**.

Searching for a contact

Procedure

1. Press **CONTACTS**.
2. Use the dialpad to type the name that you want to search.

If you set up your contacts in the Last Name and First Name format, type the letters of the last name. If you have set up your contacts using a different format, type the most likely letters that matches the contact that you want to find.
3. When the deskphone displays the required match, you can perform any of the following actions:
 - To call the contact, press **Call**.
 - To edit the contact information, press **More > Edit**.

Extended searching

About this task

If your system administrator has set up a corporate contact list or database and has made the extended searching feature available, you can make a call to other users in your system by name.

Procedure

1. Press **Contacts**.
2. Press **More > Search**.
3. Use the dialpad keys to enter all or part of the first and last name of the person that you want to call.
4. Press **Search** to start the search.
5. If the search displays the name and number of the person that you want to call, select the line on which the name appears, and select an appropriate softkey from the following softkeys:
 - **Call**: To dial the number of the selected person.
 - **Details**: To see detailed information about the selected person.
 - **Cancel**: To return to the Search screen.
6. If the search does not locate the person that you are searching, press **Cancel**, and use this procedure to perform a different search. For example, if you entered a partial first and last name, enter the name in its entirety and search again.

Viewing the details for a contact

Procedure

1. Press **Contacts**.
2. Select the contact that 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.

Accessing Exchange contacts

Procedure

1. Press **CONTACTS**.

2. Press the **More** softkey twice and then press the **Exchange**  or  softkey.
3. To copy a contact from the Exchange server to the contacts list, press **+Local**.
4. On the Contact Edit screen, specify the name, telephone numbers, and telephone types for the contact.
5. Press **Save**.

Making an auto intercom call

About this task

Use the Auto-Intercom feature to call a specific extension or intercom group.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features screen.
2. If necessary, scroll down to Auto Icom and press **OK** or just press the corresponding line button.

Two numbers display with the Auto Icom feature, for example “Auto icom 2 3”. The first number denotes the intercom group number for the Dial Intercom feature. The next number denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Initiating a group page

Procedure

1. Dial the group pilot number.

The extensions in the group that you are calling auto answer the page.
2. Wait for seven seconds before you speak as the deskphone requires that time to allow audio path.
3. Press **End Call** to stop paging.

Related links

[Calling someone in your intercom group](#) on page 39

1
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Calling someone in your intercom group

About this task

If your system administrator has set up an intercom group, you can call anyone in that group by pressing a few numbers.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features screen.
2. If necessary, scroll down to Dial Icom and press **OK** or just press the corresponding line button.

The intercom group number shows next to the Dial Intercom feature and the next denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Related links

[Initiating a group page](#) on page 38

Chapter 5: Handling Presence

Presence

If your administrator enabled the presence feature for your deskphone, the deskphone displays your presence information on the top line. With the Presence feature, you can:

- Track the presence information of a contact for whom you set the **Track Presence** option to **Yes**. You can turn on the **Track Presence** option for a contact while adding a contact or editing the contact details. For more information about adding and editing a contact, see the chapter *Using the contacts feature*.
- Manually change your presence status.

You can use the Track Presence feature to view presence information of users in your Contacts list. With the Track Presence feature, you can see whether the person you want to get in touch with is available or not, and receive an indication of when that person is available to receive a call. In addition, when you are on a call, other users can see that you are busy and can call you later, or contact you using another method.

Viewing contact presence status

Procedure

1. Press **Contacts**.
2. Scroll to the required contact.

The deskphone displays presence icon for the contact to show the status.

Changing the presence status

About this task

The deskphone displays your presence status on the top line that you can change manually.

Procedure

1. Press **Home**.
2. Press **Select** to select **My Presence**.

3. Scroll and press **Select** to choose any of the following options:

- **Automatic:** To let the deskphone manage the presence state.
- **Available:** To show you are available and open for communication.
- **Busy:** To show you are busy.
- **Away:** To show you are away from the deskphone.
- **Do not Disturb:** To show you are not open for communication.
- **Out of Office:** To show you are out of office.
- **Offline:** To appear invisible. The deskphone continues to keep the presence subscriptions with the Presence Server. The deskphone also keeps receiving notifications for the contacts for whom the deskphone subscribed to watch.

4. Press **Save**.

Enabling SAC when DND is active

About this task

Perform the following procedure to activate the Send All Calls (SAC) feature to redirect calls to the redirection number when you have manually set the presence status to Do Not Disturb (DND). This feature is available only if your administrator configured it for you.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Advanced Options > Presence Integration**.
3. Select **DND affects SAC** and change the value to **Yes**.
4. Press **Save**.

Chapter 6: Customizing Settings

Options & Settings

The **Options & Settings** menu contains the following submenus:

- **Call Settings**
- **Assign Speed Dial Entries**
- **Assign Favorites Entries**
- **Application Settings**
- **Screen & Sound Options**
- **Language & Region**
- **Advanced Options**

The **Call Settings** menu includes choices for automatically displaying the Phone screen when, you get an incoming call, when you place a call, when you answer a call, turning call timers on or off, controlling how Redial works, turning **Visual Alerting** on or off, and more.

Assign Speed Dial Entries lets you assign speed dial numbers to up to 10 contacts. When you press a single digit key and keep the key depressed for a short duration, the phone initiates a call to that person. See [Setting up speed dialing](#) on page 57 for more information.

Assign Favorites Entries lets you build a list of up to nine favorite contacts or features. See [Setting up favorites](#) on page 57 for more information.

The **Application Settings** menu includes choices for personalizing button labels, turning call **History** on or off and including bridged calls in your call **History**.

Screen & Sound options includes choices for adjusting brightness and contrast, ring pattern, background, button clicks, error tones, text size and phone screen width.

Language and Region settings includes choices for setting the display language and the time format.

The **Advanced Options** menu includes choices for integrating other applications such as Microsoft® Exchange Server with your phone.

You can also set AGC (Automatic Gain Control) for your headset, handset, and the speaker audio.

Setting redial options

About this task

Use this task to view a list of last four numbers that you dialed or to dial the last dialed number when you use the redial feature.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Call Settings > Redial**.
3. Press **Change** to select one of the following options:
 - **One Number**: To dial the last dialed number.
 - **List**: To display the last four dialed numbers.
4. Press **Save**.

Configuring visual alerts

About this task

Use this task to cause the LED in the top right corner of the phone to flash when the deskphone gets incoming calls.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Call Settings > Visual Alerting**.
3. Press **Change** to select **On** or **Off**.
4. Press **Save**.

Displaying the Phone screen on dialing

About this task

Use this task to set the deskphone to display the Phone screen when you dial a number to make a call.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Call Settings > Phone Screen on Calling**.
3. Press **Change** to select one of the following:
 - **Yes**: To display the Phone screen when you dial a number.

- **No:** To remain on the current screen when you dial a number.

4. Press **Save** .

Displaying the Phone screen on receiving a call

About this task

Use this task to display the Phone screen when you receive a call.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Call Settings > Phone Screen on Ringing**.
3. Press **Change** to select one of the following:
 - **Yes:** To display the Phone screen when you receive a call.
 - **No:** To remain on the current screen when you receive a call.
4. Press **Save**.

Setting the audio path

Sets your phone to receive calls on the Speaker or the Headset.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Setting > Call Settings > Audio Path**.
3. Press **Change** to select **Headset** or **Speaker**.
4. Press **Save**.

Setting dialing options

About this task

Your phone has the following two dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- You can use the edit dialing feature. If you set this feature, you can enter all or part of the number, use backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

If you activated the Limit Number of Concurrent Calls (LNCC) feature in the edit dialing mode, and you start dialing a number when at the same time your deskphone receives a call, the deskphone presents this call as a missed call.

Procedure

1. Press **Avaya Home**.
2. Press **Select** to select **Options & Settings > Call Settings > Dialing options**.
3. Press **Change** to select **On-hook** or **Editable**.

When on-hook dialing is in effect, dialpad (edit dial) searches are not available. During an active call when you select the second line appearance, the first line appearance goes on hold and the **Editable** mode is disabled irrespective of your **Dialing options** setting.

4. Press **Save**.

Toggling name and number

About this task

Use this procedure to display either caller name or caller number if the caller name is too long to fit on the deskphone screen.

Procedure

1. Press **Avaya Home**.
2. Press **Select > Options & Settings > Call Settings > Toggle Name/Number**.
3. Press **Change** to select **On** or **Off**.
4. Press **Save**.

Displaying call timers

About this task

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Call Settings > Display Call Timers**.
3. Press **Change** to select **Yes** or **No**.
4. Press **Save**.

1 About Features

2 This topic describes the special features of your deskphone. Your administrator might have set up
 3 your deskphone with the features and the call appearances on one screen. The Features screen
 4 gives you access to advanced telephony features, such as Call Forwarding and Speed Dial buttons.
 5 You can use Send All Calls and Call Forward features to forward incoming calls to other numbers.
 6 When you enable the EC500, you can forward calls from your desk phone to your cell phone. Other
 7 features such as Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on
 8 your Features screen. The Forward menu also lists the forwarding features. The features that are
 9 available depend on what your administrator has assigned to your phone.

10 You can also invoke these features using the Feature Access Code (FAC) . If you activate or
 11 deactivate a feature using FAC and the corresponding feature button is not administered on the
 12 deskphone, you might not get the indication of the feature activation or deactivation.

13 In addition to the Features screen, your administrator might also provide selected features on
 14 softkeys on the call appearance (Phone) screen. For more information about what features and
 15 options are available for your extension, contact your administrator.

16

17 Accessing the Features screen

18 About this task

19 Use this task to gain access to the **Features** screen.

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

- 21 • The ☐ icon: Indicates the feature is available.
- 22 • The ☒ icon: Indicates the feature is activated.
- 23 • The  icon: Indicates the feature is not available.

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

26 Procedure

- 27 1. On the Phone screen, use the right navigation button to gain access to the **Features** screen.
 28 To return to the main Phone screen, press **Phone** or scroll to the left.
- 29 2. Scroll down to see the features that have been administered for your extension.

30

31 Using bridged call appearances

32 In addition to your own call appearances, your phone might show one or more bridged call
 33 appearances on the display screen. A bridged call appearance is of another user and enables you
 34 to determine if that call appearance is in use, answer calls on that appearance, or join a call in

progress on that call appearance from your deskphone. You can also make outgoing calls on a bridged call appearance when the bridged call appearance is not in use.

Monitoring other extensions at a glance

About this task

If your job requires that you cover or monitor phones for others, your system administrator may set up “busy indicators” so that you can see whether an extension you cover is idle or busy at a glance. Extensions you can monitor with busy indicators show the word “Busy” next to the extension number.

Procedure

1. From the Phone screen, gain access to the System Numbers menu.
2. If necessary, scroll to the line button for the extension you want to check. If that extension is in use, the busy indicator displays next to the word Busy.
3. To call a monitored extension, scroll to the applicable line and press the line or OK button associated with that extension.

SLA Mon™ overview

SLA Mon™ technology is a patented Avaya technology embedded in Avaya products to facilitate advanced diagnostics. The deskphones support SLA Mon™ agent which works with a Avaya Diagnostic Server (ADS). SLA Mon™ server controls the SLA Mon™ agents to execute advanced diagnostic functions, such as:

- Endpoint Diagnostics
 - The ability to remotely control IP phones, to assist end users with IP phone configuration and troubleshooting.
 - The ability to remotely generate single and bulk test calls between IP phones.
 - The ability to remotely execute limited packet captures on IP phones to troubleshoot and diagnose IP phone network traffic.
- Network Monitoring
 - The ability to monitor multiple network segments for performance in terms of packet loss, jitter, and delay.
 - The ability to monitor hop-by-hop QoS markings for voice and video traffic.

For more information on Avaya Diagnostic Server, see *Administering Avaya Diagnostic Server with SLA Mon™*. For information on SLA Mon™ related parameters, see *Administering Avaya 9601/9608/9611G/9621G/9641G/9641GS IP Deskphones SIP*.

Assigning labels to auto-dial numbers

About this task

Autodial numbers are frequently-called numbers in your office or organization, for example, a Help desk number. Your system administrator sets up Autodial numbers, but you can assign and edit their labels. The administrator might just allot a specific button to be an Autodial number, but leave the number itself blank; in this case you can add the number yourself.

Procedure

1. From the Phone screen, scroll right twice to display the System Numbers menu.
2. Scroll to the line to which you want to assign a label or number.

Some labels are not editable. If you can't scroll to a certain line or hear an error tone when you press the line button, you cannot edit that label.
3. Press **Edit**.
4. Use the dialpad to enter the label text or the Autodial number.
5. Press **Save**.

Setting up automatic call back

Procedure

1. Gain access to the Features screen when you get a busy signal from the extension that you called.
2. Scroll to **Auto Callback**.
3. Press **OK** or press the corresponding line button.

Blocking your extension from displaying during calls

About this task

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

Procedure

1. From the Phone screen, scroll right to access the Features screen.
2. Select **CPN Block**.

To stop calling party number blocking, see [Displaying your extension on outgoing calls](#) on page 49.
3. Enter the extension number you do not want the called party to see.

4. Press **Enter** or **OK** to start calling party number blocking.

Displaying your extension on outgoing calls

About this task

If you used the CPN Block feature to block your extension's display on calls you make, you can change it back using CPN Unblock. CPN (Calling Party Number) Unblock lets parties you call see your extension.

Procedure

1. From the Phone screen, scroll right to access the Features screen.
2. Select **CPN Unblock**.

To set up calling party number blocking, see [Blocking your extension from displaying during calls](#) on page 48.

3. Enter your extension number.
4. Press **Enter** or **OK** to stop calling party number blocking.

Setting up enhanced call pickup alerting

About this task

Use this feature to configure audible and visual alert when an incoming call to someone in your corresponding call pickup group is ringing.

Procedure

1. Press **Home**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Scroll to **Call Pickup Ring Type**.
6. Press **Select** or **OK**.
7. Select the ring tone using the navigation keys.
8. To set the type of alerts for call pickup, select **Call Pickup Indication**.
9. Select the call pickup indication type using the right or left navigation keys or press **Change** softkey.
10. Press **Save**.

Tracing a malicious call

About this task

Use the Malicious Call Trace (MCT) feature to trace a malicious call. Activating MCT alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to MCT and press **OK** or just press the corresponding line button to start the trace.

An alerting tone and/or flashing LED signifies the trace is active. Hanging up deactivates MCT.

Important:

- Some countries, states, and localities have laws that determine if and under what circumstances you can use Malicious Call Trace (MCT). Before using the MCT feature, you must understand and comply with these laws.

Visual alert for an encrypted call

While using your deskphone, you can now see whether an incoming or an outgoing call is encrypted. The secure status is indicated by the secure icon, a padlock, on the active call appearance.

Note:

The secure icon appears only if a two-party call is encrypted. For 9608/9608G deskphones, even if you have set the screen width of your deskphone to half, the deskphone shows the secure icon.

Activating EC500 for simultaneous ringing on multiple phones

Procedure

1. From the Phone screen, gain access to the **Features** screen.
2. Scroll to **EC500** and press **OK/Select** or the corresponding line button.

Extending a call to your cell phone (EC500)

Procedure

1. During an active call, gain access to the Features screen.
2. Scroll to **Extend Call** , and press **OK** to forward the call to your mobile phone.
3. 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.

Retrieving a voice mail

About this task

Use this procedure to listen to your voice mail messages. The **Message** button and the Message Wait Indicator at the upper right corner of the phone glows red to indicate that you have a voice mail.

Before you begin

- Ensure that the system administrator configures the voice mail for your extension.
- Get the User ID and password of your voice mail from your system administrator.

Procedure

1. To log in to your voice mail, press the **Message** button.
2. Follow the voice prompts to playback your voice messages.

About Hotline

You can use the Hotline feature to dial a preconfigured number that your system administrator has already set for you.

To dial the hotline number, lift your handset, or press **SPEAKER**. Alternatively, if you are using a headset, press **HEADSET**. The deskphone automatically dials the number that your system administrator has configured for you.

About Team Button

If the administrator configured the Team Button feature for your deskphone, you can monitor another deskphone to:

- See if the monitored deskphone redirects calls to another deskphone.

- See if the monitored deskphone has an active call.
- Answer any of the calls that are ringing on the monitored deskphone.
- Make a speed dial call to the monitored deskphone by pressing the Team Button softkey when the monitored deskphone does not have an active call.
- Transfer an active call to the monitored deskphone by pressing the Team Button softkey.

The call redirection feature, SAC, CFWD, or ECF, might be active on the monitored deskphone. The monitoring deskphone can override call redirection when speed dialing or transferring an active call to the monitored deskphone. The override feature ensures that the call made to the monitored deskphone rings on the monitored deskphone and is not routed to the redirected number.

To override call redirection, the administrator must configure on SMGR:

- The monitored deskphone setting that enables the monitoring deskphone to override call redirection directly or through a choice provided to the user
- The monitoring deskphone setting that enables the deskphone to override the call redirection feature that is active on a monitored deskphone

For more information to set the overriding permission on SMGR, see *Administering Avaya Aura® System Manager*.

The following table shows different icons of the Team Button feature for the 9611G IP deskphone.

Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

The following table shows different icons of the Team Button feature for 9608/9608G deskphones.

Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

Browser

Your deskphone includes WML Web browser capability to use additional applications such as LDAP. The applications available through the browser vary depending on how your system administrator has configured your deskphone. For more information, contact your administrator.

Gain access to the browser through **Avaya Menu**. If you do not see the **Browser** option on Avaya Menu, Web applications must be available for your deskphone.

Using the WML browser

Procedure

1. Press **Home**.
2. Scroll to **Browser**.
3. Press **Select** or **OK**.

The WML browser opens the home page.

4. Scroll to the link that you want to view.
5. Press **OK** to open the link.
6. Perform any of the following actions:
 - To stop loading the current page, press **Cancel**.
 - To reload the current page, press **Refresh**.
 - To open the home page, press **Home**.
 - To close the browser, press **PHONE**.
 - To edit a text in an application, use the right side call appearance buttons.

Hunt Group Busy

Using the Hunt Group Busy feature, users can opt-in or opt-out of the calls specific to the hunt group. A hunt group is a collection of users who handle similar types of calls. A user can be a part of multiple hunt groups.

The Features screen displays the **Hunt Group Busy** buttons. Each **Hunt Group Busy** button corresponds to a specific hunt group. The **Hunt Group Busy** button label includes a unique four-digit index for each group.

Using Hunt Group Busy

About this task

Use the **Hunt Group Busy** buttons on the Features screen, to stop or start receiving calls from a particular hunt group.

Procedure

1. To stop receiving calls from a particular hunt group, tap the corresponding **Hunt Group Busy** button.
2. To turn off the Hunt Group Busy feature for a particular hunt group and start receiving calls, tap the corresponding **Hunt Group Busy** button.

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 administrator has set. For more information about the options available on your extension, contact your administrator.

Activating Send All Calls

Procedure

1. Gain access to the Features screen.
2. Scroll to choose **Send All Calls**.
3. Press **Select** or the corresponding line button to activate the feature.

Activating call forwarding

Procedure

1. Gain access to the Features screen.
2. Scroll to choose **Call Forward**.
3. Press **Select** or the corresponding line button.
4. Enter the destination number to which you want to forward your calls.
5. Press **Enter**.

*** Note:**

- 1 You can view the call originator when the call forwarding chain has two or more
- 2 participants. This feature works if your administrator has configured the related
- 3 parameter.

Disabling 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 screen.
2. Select the active call forwarding feature that you want to turn off.
3. Press **OK** or the line button on which the call forwarding feature appears.

Enabling call forwarding when your line is busy or you do not answer

About this task

Use this task to set a number to which your calls are forwarded when your line is busy or when you do not answer a call. You must enter the telephone number where the calls are forwarded each time you enable this feature.

Procedure

1. From the Phone Screen, gain access to the Features screen.
2. Press **Select** to choose **Call Fwd Busy/No Ans**.
3. Enter the number to which you want to forward your calls.
4. Press **Enter** or **OK** button to turn call forwarding off if it is already on.

Setting rules for enhanced call forwarding

About this task

You can use this feature to forward the incoming calls on your deskphone to various destination numbers based on call type and call state.

Procedure

1. From the feature list, select **Enhanced Call Forward**.

The deskphone displays a list of enhanced call forwarding rules.

2. Select the required rules from the following list, and enter the corresponding numbers.

- Forward all calls:
- Internal [Enter Number]
- External [Enter Number]
- Forward when busy:
- Internal [Enter Number]
- External [Enter Number]
- Forward when no answer:
- Internal [Enter Number]
- External [Enter Number]

If you have configured a number for any of the rules, the deskphone displays that number in place of the text Enter Number.

3. Press **Save** to save the destination number.

4. Perform one of the following actions:

- To activate forwarding for a rule, press **Turn on** for that rule.
- To activate forwarding for all the rules, press **All on**.

Editing a rule

Procedure

1. Access the **Enhanced Call Forward feature** from the **Features** screen.
2. Select the rule that you want to edit and press **Edit**.
3. Enter the destination number using the numeric keypad.
4. Press **Save**.

Turning off a rule

Procedure

1. Access the **Enhanced Call Forward feature** from the Features screen.
2. Select the rule that you want to turn off.
3. Press **Turn off**.
4. To turn off all the active rules, press **All off**.
5. Press **Exit**.

1 Setting up speed dialing

2 Procedure

- 3 1. Press **Home**.
- 4 2. Press **Select** to select **Options & Settings > Assign Speed Dial Entries**.
- 5 3. Scroll and press **Assign** to select the required unassigned line.
- 6 4. Press **Select** to select the number that you want to assign.

7 Setting up favorites

8 About this task

9 Use this task to create a list of favorite contacts or features for quick access. You can include up to
10 nine favorite items in the favorite list.

11 Procedure

- 12 1. Press **Avaya Home**.
- 13 2. Press **Select > Options & Settings > Assign Favorites Entries**.
- 14 3. Press **Contacts** or **Features** to select and set the favorites .

15 Personalizing labels

16 About this task

17 You can change the labels that the phone displays for your extensions, features, and the system
18 numbers or speed dial buttons. For example, you can change the label for your extension to *My*
19 *Line*. If you have a button module attached to your deskphone, you can change any of those labels.
20 For example, you can change a Help Desk extension to read *Help Desk*.

21 Procedure

- 22 1. Press **Home**.

 Note:

- 23 To edit a label on an attached Avaya SBM24 Button Module, press the **Edit** button on
24 the module and proceed to Step 10.

- 25 2. Select **Options & Settings**.
- 26 3. Press **Select** or **OK**.
- 27 4. Select **Application Settings**.

5. Press **Select** or **OK**.

6. Select **Personalize Labels**.

7. Press **Select** or **OK**.

8. Select the label you want to edit.

If the label you want to edit is on the **Features** menu, scroll down past your call appearances, and select the feature you want to edit. If the label you want to edit is on the **System Numbers** menu, scroll to right and select the system number label you want to personalize.

9. Press **Edit**.

10. Type a new label without any comma (,).

Press **More** then **Clear** to clear all text fields and start again.

11. Press **Save** or **OK**.

12. **(Optional)** To revert to the default button labels, select **Home > Options & Settings > Application Settings > Restore Default Button Labels**.

a. Press **Select**.

b. Press **Default**.

Screen and Sound Settings

Adjusting the brightness or contrast of the display

About this task

Use this task to adjust the brightness and contrast of deskphone screen or button module as applicable. Contrast adjustment applies only to a deskphone with a black and white display or a button module attached to a deskphone with a color display screen. You cannot adjust the contrast of a deskphone with a colored display.

Procedure

1. Press **Home**.

2. Press **Select** to select **Options & Settings > Screen & Sound Options**.

3. Press **Brightness** or **Contrast**.

4. Select Phone or an attached button module as applicable.

5. Use the arrow keys to increase or decrease the brightness or contrast.

6. Press **Save**.

Setting the text size

About this task

Use this task to change the size of the text. The large text option is available only for the English language.

Before you begin

You can use the procedure only if the administrator enables the option for your deskphone.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Text Size**.
3. Press **Change** to select one of the following:
 - **Normal**: To set the default text size.
 - **Large**: To set the large text size.
4. Press **Save**.

Setting a ring tone for your deskphone

About this task

Use this task to select a ring tone for incoming calls. You can select from a range of classic and rich ring tones. Classic ring tones are simple synthesized sounds. Rich ring tones are richer and more complex sounds.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Personalized Ringing**.
3. Press **Change** to select the required ring tone.
4. Press **Save**.

Setting a ring tone for incoming forwarded calls

About this task

Use this task to specify the ring tone that you want to hear for incoming calls that are forwarded to your deskphone. You can hear the ring tone that you specified for the:

- Caller.

- First deskphone that forwarded the call.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Fwd Ring**.
3. Press **Change** to select one of the following:
 - **Caller:** To hear the ring tone that you specified for the caller.
 - **Forwarder:** To hear the ring tone that you specified for the first deskphone that forwarded the call.
4. Press **Save**.

Setting a ring tone for Team Button

About this task

Use this task to set a ring tone for deskphones that you monitor.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Team Button Ring Type**.
3. Press **Change** to select the required ring tone.
4. Press **Save**.

Setting a ring tone for a call pickup group

About this task

Use this task to select a ring tone for an audio alert on your deskphone for a call pickup group.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Pickup Ring Type**.
3. Press **Change** to select the required ring tone.
4. Press **Save**.

1

2 Assigning specific ring tone to a contact

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

7 Procedure

- 8 1. Press **CONTACTS**.
- 9 2. Select the contact for which you want to assign a ring tone, and press **Details**.
- 10 3. Press **Edit**.
- 11 4. Scroll to **Ringer**.
- 12 5. Press **OK**.
- 13 6. Use the Up and Down navigation keys to choose the ring tone of your choice and press **OK**.
- 14 7. Press **Back**.
- 15 8. Press **Save**.

16

17 Setting an alert for a call pickup group

18 About this task

19 Use this task to set a call pickup group alert on your deskphone. The call pickup group alert
 20 provides a visual or an audio alert on your deskphone when a member in your call pickup group
 21 gets a call.

22 Procedure

- 23 1. Press **Home**.
- 24 2. Press **Select** to select **Options & Settings > Screen & Sound Options > Call Pickup**
 25 **Indication**.
- 26 3. Press **Change** to select one of the following:
 - 27 • **Audible**: Provides an audio alert.
 - 28 • **Visual**: Provides a visual alert.
 - 29 • **Both**: Provides both audio alert and visual alert.
 - 30 • **None**: Provides no call pickup alert.
- 31 4. Press **Save**.

Changing the background logo

About this task

If your system administrator has set up an alternate background choice, you can change the logo your screen displays. Logos are not available on 9608 deskphones.

* Note:

Your system administrator can also change the background logo through the settings file.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen and Sound Options > Background Logo**.
3. Use the **Right/Left** arrows to select the required logo.
4. Press **Save**.

Turning button click sounds on and off

About this task

Use the procedure to turn off button click sound.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Button Clicks**.
3. Press **Change** to turn sound on or off.
4. Press **Save**.

Turning error tones on or off

Your deskphone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Error Tones**.
3. Press **Change** to turn error tones on or off.
4. Press **Save**.

Setting key repeat delay

About this task

Use this procedure to set the time for which you must press the navigation key to start the auto repeat process. You can select from the following options:

- No Repeat
- Default
- Short
- Long
- Very Long

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Key Repeat Delay**.
3. Press **Change** to select the required option.
4. Press **Save**.

Enabling wireless headset bidirectional signaling

Before you begin

Check if the headset supports EHS signaling.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Call Settings > Headset Signaling**.
3. Press **Change** to select one of the following options:
 - **Disabled**: Disables signaling from the deskphone to the headset.
 - **Switchhook and Alert**: Activates the wireless link to the headset if you press **Headset**. When the deskphone receives an incoming call, you hear the alert tone in the headset.
 - **Switchhook only**: Activates the wireless link to the headset if you press **Headset**. When the deskphone receives an incoming call, you do not hear the alert tone in the headset.

Turning Continuous Scrolling on or off

About this task

Use the procedure to control continuous scrolling feature for your deskphone.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Screen & Sound Options > Continuous Scrolling**.
3. Press **Change** to turn continuous scrolling on or off.
4. Press **Save**.

Changing the display language

About this task

Use this task to change the display language of your deskphone.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Language & Region > Language**.
3. Press **Select** or **OK** button to change the language.
4. Press **Save**.

Related links

[Setting the time format](#) on page 64

Setting the time format

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

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Language & Region > Time Format**.
3. Press **Change** to select the required time format.
4. Press **Save**.

Related links

[Changing the display language](#) on page 64

Setting Advance Options

Turning automatic gain control on or off

About this task

The automatic gain control (AGC) automatically adjusts the audio output level to achieve a constant and better quality audio.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Advanced Options > Automatic Gain Control**.
3. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
4. Press **Change** to turn AGC on or off.
5. Press **Save**.

Integrating other applications with your phone

About this task

If your administrator has set up this option, you can integrate Microsoft® Exchange Server calendar and contacts with your phone. First, establish your credentials by entering the user name and password you use for Microsoft Exchange Server email purposes and the domain of your Exchange Server. After establishing your credentials, you can set your calendar preferences.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Advanced Options > Exchange Integration**.
3. If you have already set up your credentials and do not want to change them, proceed to Step 5. To establish or change your credentials, select **Email Name & Password** and enter the following:
 - Your Microsoft Exchange server email user name.
 - Your Microsoft Exchange server email password.
 - The domain of the server on which Microsoft Exchange runs.
 - Whether you want the deskphone to display a prompt to enter your user name and password every time you access Microsoft Exchange calendar on your phone. Press **Change** to change the setting as required.
4. Press **Save**.

5. To set or change your calendar preferences, select **Calendar** and enter the following:
 - Whether or not you want your phone to activate the calendaring feature. Press **Change** to change the **Use Exchange Calendar** setting to **Yes** or **No**.
 - Whether or not you want your phone to remind you of items on your calendar. Press **Change** to change the **Enable Exchange Reminder** setting to **Yes** or **No**.
 - If you want to be reminded of calendar items, indicate in minutes how far in advance you want to get a reminder for your appointments. For example, setting the value to 120 will cause a reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder to appear five minutes before the start time of appointment. Setting the value to 0 minutes will cause the reminder to be displayed at the start time of the appointment. To enter minutes, select **More**, then **123** and type the number of minutes.
 - Whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the **Exchange Snooze Time** value to 5 will cause a Reminder popup to reappear five minutes after you have “snoozed” it.
 - Whether or not you want to hear a tone with a reminder popup window. Press **Change** to change the **Exchange Reminder Tone** setting to **Yes** or **No**.
6. To change your contacts preferences, select **Contact** and configure the following:
 - Whether or not you want your phone to remind you of items on your calendar. Press **Change** to change the **Use Exchange Contacts** setting to **Yes** or **No**.
 - Contact your administrator if you want to change the Exchange subscription period.
7. Press **Save** to save your settings and preferences.

*** Note:**

- When Exchange calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen.

Configuring Hearing Aid Compatibility

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Advanced Options > Handset Equalization Operation**.
3. Press **Change** to select one of the following options:
 - Default
 - Audio Opt for audio optimization
 - HAC Opt for hearing aid compatibility optimization
4. Press **Save**.

Setting headset profile

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Advanced Options > Headset Profile**.
3. Press **Change** or **OK** button to select the profile that matches your headset.

For more information on headset profiles that Avaya supports, see the document *Avaya one-X® 96X1 Series IP Deskphone Headset Profiles* at the [Avaya Support](#) website.

4. Press **Save**.

Enabling Away Timer

About this task

Perform the following procedure for the deskphone to automatically update the presence status to Away after a predefined time.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings > Advanced Options > Presence Integration**.
3. Select **Away Timer** and change the value to **On**.
4. Select **Away Timer Value**.
5. Enter the time in minutes. You can enter any value in the range of 5 to 999.
6. Press **Save**.

Chapter 7: Related resources

Documentation

See the following related documents at <http://support.avaya.com>.

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Session Manager Overview and Specification</i>	See characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security and licensing requirements of the Avaya Aura® Session Manager.	For people who want to gain a high-level understanding of the Avaya Aura® Session Manager features, functions, capacities, and limitations.
<i>Avaya IP Office™ Platform Feature Description</i>	See information about the feature descriptions.	For people who perform system administration tasks.
<i>Avaya IP Office™ Platform Solution Description</i>	See information about how the products and services that interoperate with this solution.	For people who want to gain a high-level understanding of the IP Office features, functions, capacities, and limitations.
Implementing		
<i>Deploying Avaya Aura® Session Manager</i>	See the installation procedures and initial administration information for Avaya Aura® Session Manager.	For people who install, configure, and verify Avaya Aura® Session Manager on Avaya Aura® System Platform.
<i>Upgrading Avaya Aura® Session Manager</i>	See upgrading checklists and procedures.	For people who perform upgrades of Avaya Aura® Session Manager.
<i>Deploying Avaya Aura® System Manager on System Platform</i>	See the installation procedures and initial administration information for Avaya Aura® System Manager.	For people who install, configure, and verify Avaya Aura®

Table continues...

Title	Use this document to:	Audience
		System Manager on Avaya Aura® System Platform at a customer site.
<i>Avaya IP Office™ Platform SIP Telephone Installation Notes</i>	See the installation procedures and initial administration information for IP Office SIP telephone devices.	For people who install, configure and verify SIP telephone devices on IP Office.
Administering		
<i>Administering Avaya Aura® Session Manager</i>	See information about how to perform Avaya Aura® Session Manager administration tasks including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	For people who perform Avaya Aura® Session Manager system administration tasks.
<i>Administering Avaya Aura® System Manager</i>	See information about how to perform Avaya Aura® System Manager administration tasks including how to use management tools, how to manage data and security, and how to perform periodic maintenance tasks.	For people who perform Avaya Aura® System Manager administration tasks.
<i>Administering Avaya IP Office™ Platform with Manager</i>	See information about short code configurations for the feature list	For people who need to access IP Office features using short codes.
<i>Administering Avaya IP Office™ Platform with Web Manager</i>	See information about IP Office Web Manager administration tasks including how to use the management tool, how to manage data and security, and how to perform maintenance tasks.	For people who perform IP Office Web Manager administration tasks.
Maintaining		
<i>Maintaining Avaya Aura® Session Manager</i>	See information about the maintenance tasks for Avaya Aura® Session Manager.	For people who maintain Avaya Aura® Session Manager.
<i>Troubleshooting Avaya Aura® Session Manager</i>	See information for troubleshooting Avaya Aura® Session Manager, resolving alarms, replacing hardware, and alarm codes and event ID descriptions.	For people who troubleshoot Avaya Aura® Session Manager.
<i>Using Avaya IP Office™ Platform System Status Application</i>	See information about the maintenance tasks for System Status Application.	For people who maintain System Status Application.
<i>Using Avaya IP Office™ Platform System Monitor</i>	See information about the maintenance tasks for SysMonitor.	For people who maintain SysMonitor.

Finding documents on the Avaya Support website

Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.
For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 Note:

1 Videos are not available for all products.

2 Support

3 Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date
4 documentation, product notices, and knowledge articles. You can also search for release notes,
5 downloads, and resolutions to issues. Use the online service request system to create a service
6 request. Chat with live agents to get answers to questions, or request an agent to connect you to a
7 support team if an issue requires additional expertise.

Draft