Avaya 9630 IP Telephone
End User Guide
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About Your Telephone

Your telephone provides many features, including a Phone screen for viewing and managing your calls, a Call Log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your voicemail.

Not all functions and features described in this user guide may be available on your telephone. If you find that a function or feature is not available, please contact your system administrator.

### 9630 IP Telephone Button/Feature Descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>USB Port</td>
<td>If your phone gets its power from a local AC power adapter (and not directly from the voice/data network connection), you can recharge a battery-powered device using your phone's USB port. Connect the device to your phone with a USB cable to recharge it.</td>
</tr>
<tr>
<td>Message Waiting Indicator</td>
<td>An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.</td>
</tr>
<tr>
<td>Missed Call Indicator</td>
<td>The icon on the Call Log button is illuminated when you have missed calls. The top line shows the Missed Call icon and the number of calls missed.</td>
</tr>
<tr>
<td>Prompt Line</td>
<td>View the prompt line to see when you can use the right or left navigation arrows to view alternate screens or menus.</td>
</tr>
<tr>
<td>Line Buttons</td>
<td>The six 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. Line buttons also indicate if a feature is enabled or disabled in the Feature view.</td>
</tr>
<tr>
<td>Softkeys</td>
<td>Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.</td>
</tr>
<tr>
<td>Message</td>
<td>Press the Message button to connect directly to your voicemail system.</td>
</tr>
<tr>
<td>Navigation Arrows</td>
<td>Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.</td>
</tr>
<tr>
<td>OK</td>
<td>Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number.</td>
</tr>
<tr>
<td>Phone</td>
<td>Press Phone to view and manage your calls.</td>
</tr>
<tr>
<td>Contacts</td>
<td>Press Contacts to view the entries in your contact list.</td>
</tr>
<tr>
<td>Call Log</td>
<td>Press Call Log to view a list of your outgoing, incoming, and missed calls.</td>
</tr>
<tr>
<td>Avaya Menu</td>
<td>Press Avaya Menu to configure options and settings, access the browser, log out, or view network information.</td>
</tr>
<tr>
<td>Volume</td>
<td>Press volume to adjust the volume of the handset, headset, speaker, and ringer.</td>
</tr>
<tr>
<td>Headset</td>
<td>Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.</td>
</tr>
<tr>
<td>Mute</td>
<td>Press Mute to mute a call in progress. To take a call off mute, press Mute again.</td>
</tr>
<tr>
<td>Speaker</td>
<td>Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset and press Speaker.</td>
</tr>
<tr>
<td>Forward</td>
<td>Press Forward to display the Forwarding menu.</td>
</tr>
</tbody>
</table>
Scrolling and Navigation

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

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

When you scroll to a line on the display, that line is selected. The selected line is highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. The OK button is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing OK places a call to that person.

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

Telephone Stand

Your telephone can be placed in two positions, a lower position and an upright position. You can adjust the display screen to different angles. To move the display screen, gently pull from the top of the display screen towards you. As you pull the screen towards you, you will hear a clicking sound. Each of these clicks is a locking position for the display screen. Gently push on the display screen to adjust the screen to a previous position.

If your phone is in the upright position, reverse the tab located below the switchhook in the top ear piece pocket (on the front of the phone). This will keep the handset seated in the correct position. You will need a small screwdriver to lift this tab out.

Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Avaya Menu button, you see the following menus, depending on how your administrator has set up your system and on the applications available to you:

<table>
<thead>
<tr>
<th>Sample Menu 1</th>
<th>Sample Menu 2</th>
<th>Sample Menu 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; Options &amp; Settings</td>
<td>&gt; Your 1st Web Application</td>
<td>&gt; Call Settings</td>
</tr>
<tr>
<td>&gt; Browser</td>
<td>&gt; Phone Settings</td>
<td>&gt; Application Settings</td>
</tr>
<tr>
<td>&gt; Network Information</td>
<td>&gt; Log Out</td>
<td>&gt; Screen &amp; Sound</td>
</tr>
<tr>
<td>&gt;About Avaya one-X</td>
<td>&gt; About Avaya one-X</td>
<td>&gt; Advanced Options</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; Network Information</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; Log Out</td>
</tr>
</tbody>
</table>

Conventions

Conventions Used in the Procedure Descriptions

- **Feature and Feature xxxx**
  Each of these represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as xxxx) or a person's name.

- **LWC CnLWC AutCB Timer**
  Information that is offset represents the display screen. The second line appearing on the display will most likely list the features you can access with the softkeys.

- **{handset tones}**
  The tone that appears in curly quotes after a step, such as {dial tone}, indicates what you should hear from your handset (or speakerphone) after successfully performing that step.

Special Instructions

Use the following special instructions for operating your telephone.
• The first time you use these procedures, you will need to customize them for yourself by obtaining the relevant information from your system manager.
• To operate a feature, you must have the handset off-hook or the speaker or speakerphone on unless otherwise noted.
• If you receive an intercept tone (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and return to Step 1.

Feature Finder

Answer a Call
Provides the procedures for answering a call. When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually. If you do not have the Go to Phone Screen on Ringing option enabled, you must press Phone to choose a line or view call options.

Make a Call
Provides procedures for making a call.

Browser
Provides a web browser capable of presenting additional applications. The items available through the web browser vary depending upon how your telephone was administered. If no web applications are available for your phone, the Browser menu is not presented. Contact your system administrator with any questions.

Hold
Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your telephone to perform another task. Use when you have a call you do not wish to drop, but which you have to interrupt briefly to do something else.

Transfer
Transfers a call from your telephone to another extension or outside number. Use when your caller needs to speak further with someone else.

Bridged Calls
Your phone may show one or more bridged lines on the display screen in addition to your own lines. A bridged line typically belongs to someone else, but bridging allows you to see if that line is in use, answer calls on that line, or join a call in progress on that line from your telephone. You can also make outgoing calls on a bridged line when it is not in use.

Conference
Lets you speak with up to five people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Call Forwarding All Calls
Allows you to set a number to which your calls will be forwarded, or turn off call forwarding if it is already on. You must enter the telephone number where the calls will be forwarded each time you use this feature.

Send All Calls
Sends your incoming calls directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a SendAll softkey appears on the Phone screen. Pressing SendAll turns Send All Calls on. If it is already on, pressing SendAll turns it off. You can also turn Send All Calls on or off by using the telephone Features list.

Directory
Searches for the extension of another user in your location by allowing you to key in the user's name with the dial pad. Use as a handy quick reference source for extension number information.

Contacts
Permits you to use your contact list as an address book. You can save up to 250 names and telephone numbers.
Call Log
Provides access to lists of your outgoing, answered, or missed calls. When you have one or more missed calls, the Call Log button lights and the Missed Calls icon and the number of missed calls display on the top line.

Telephone Settings
Allows you to configure various settings to utilize advanced features of your telephone.

Log In/Out Telephone
Allows you to log in and out of your telephone, while maintaining your preferences, call information, and options if you share a telephone with other users. Log out to prevent unauthorized use of your telephone during an absence.

Message
The lighted Message button and a red light on the upper right-hand corner of your telephone indicate when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Mute
For turning off (and then back on again) the microphone so the other person on the call cannot hear you. If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

Redial
Permits you to redial a recently dialed number.

Simultaneous Ringing
Allows you to have incoming calls ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator.

Answer a Call

To answer an incoming call:
1. If you are not on another call, lift the handset.
   or, Press the line button next to the incoming call.
   or, Press Speaker to answer using the speakerphone.
   or, Press Headset to answer using the headset.
   If you are on another call, from the Phone screen, scroll to the line with the incoming call and press Answer or OK.
   or, Press the line button next to the incoming call.
   o You are connected to the incoming call.

Note: To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes.
Note: If the Auto Hold feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

To send an incoming call directly to voicemail:
1. Press To Vmail.
   o The incoming call goes directly to voicemail.
   Note: If your telephone does not display a To Vmail softkey, your administrator has not made this feature available.

To ignore an incoming call:
1. Press Ignore.
   o The ringer is turned off for the currently incoming call.
Make a Call

To make a call:
1. If you are not on a call, dial the number you want to call.
   or, Lift the handset, press Speaker, or select an available line button, then dial the number you want to call.
   o The call is placed.

To call a person from the Contacts list:
1. Press Contacts.
2. Select the person or number you want to call.
3. Press Call or OK.
   o The number is dialed.

To redial a number:
1. From the Phone screen, press Redial.
   Note: The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.
2. If a list of the most recent numbers that you have dialed is displayed, select the one you want to redial.
3. Press Call.
   o The number is redialed.

To call a person from the call log:
1. Press Call Log.
2. Select the person or number you want to call.
3. Press Call or OK.
   o The number is dialed.

To call a person from the directory:
1. From the Phone screen, scroll right to access the Features menu.
2. Select Directory.
3. Press Select or OK.
4. Use the dialpad keys to start spelling the last name of the person you want to call.
   Note: Press each dialpad key one time for each corresponding letter. For example, for "Hill," press 4, 4, 5, 5.
5. If you want to scroll to the next displayed name, alphabetically, select Next.
6. Press OK, or enter the next letter.
7. When the name you want is indicated, select Make Call.
8. Press OK.
   o The call is placed.

Browser

To access your browser:
1. Press Avaya Menu.
2. Press Browser or OK.

Hold

To put a call on hold:
1. From the main Phone screen, select the line you want to put on hold.
2. Press Hold.
   o The call is placed on hold.

To retrieve a call from hold:
1. Press Resume.
   o The held call is retrieved.
Transfer

To transfer a call:
1. From the Phone screen, select the line you want to transfer.
2. Press Transfer.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press Complete.
   o The call is transferred.

Bridged Calls

To answer a call on a bridged line:
Answering a call on a bridged line is basically the same as a call on a primary line. If the ringing line is selected, you can answer by picking up the handset or by pressing Speaker or Headset or Answer.
1. Select the bridged call that you want to answer.
   Note: The ringing line will be selected automatically if there are no other active calls. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).
2. Press Answer.
   o You are connected to the incoming call.

To make an outgoing call on a bridged line:
Note: When you make a call on a bridged line, you are using another person’s line. The caller ID may 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 system administrator.
1. Select the bridged line you want to use.
2. Press OK.
   {dial tone}
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
   o The outgoing call is placed.

To join a call on a bridged line:
1. Select the line associated with bridged call in progress that you want to join.
2. Press Bridge.
   o You are connected to the call.

Conference

To add a person on hold to a conference call:
1. From the Phone screen, select your active call.
2. Press Conf.
3. Select the call on hold that you want to add to the conference.
4. Press Resume to take the call off hold.
5. Press Join to add the person to the conference call.
   Note: Depending on how your telephone is administered, you may not have to press Join to add the person to the conference call.
   o The new person is added to the active call.

To set up a conference call:
1. From the Phone screen, select your active call.
2. Press Conf.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press Join to add the person to the existing call.
   o The new person is added to the active call.

To drop the last person added to conference call:
1. From the Phone screen, select your active call.
2. Press Drop.
o The last person added to the conference call is dropped.

**To drop a person from a conference call:**
*Note:* This feature is not available on all systems. If you do not see **Drop** when you choose a person, you cannot drop that person.

1. From the Phone screen, select your active call.
2. Press **More**.
3. Press **Details**.
4. Select the person you want to drop.
5. Press **Drop**.
   o The selected person is dropped from the conference call.

**To put a conference call on hold:**

1. While you are on the conference call, press **Hold**.
   o The conference call is put on hold.
   o The other parties can still talk to each other.
2. Press **Resume** or **OK** to resume the conference call.

**To retrieve a conference call from hold:**

1. Press **Resume** or **OK**.
   o The conference call is retrieved from hold.

**To mute a person on a conference call:**
*Note:* The individual muting feature is not available on all systems. If you do not see **Silence** when you choose a person, you cannot mute that person.

1. During a conference call, from the Phone screen, press **More > Details**.
2. Select the person you want to mute.
3. Press **Silence**.
   o The person is muted.

**To unmute a person on a conference call:**

1. Press **Silence**.
   o The person is unmuted.

---

## Call Forwarding All Calls

**To forward your calls to another number:**

1. Press **Forward** to access the main Forwarding menu.
2. Select CF<sub>frwd</sub>.
3. Press **OK** to turn call forwarding on.
   {prompt tone}
4. Enter the number to which you want to forward your calls.
   {confirmation tone}
   o Call forwarding is enabled.

**To turn call forwarding off:**

1. Press **Forward** to access the main Forwarding menu.
2. Select CF<sub>frwd</sub>.
3. Press **Select** or **OK**.
   {confirmation tone}

---

## Send All Calls

**To send all calls to coverage:**

1. Press **Forward** to access the main Forwarding menu.
2. Select **SendAllCalls**.
3. Press **Select** or **OK** to turn Send All Calls on.
Send All Calls is turned on.
Your incoming calls will now go automatically to coverage.

To cancel send all calls:
1. Press Forward to access the main Forwarding menu.
2. Select SendAllCalls.
3. Press Select or OK to turn Send All Calls off.
   - Send All Calls is turned off.
   - Your incoming calls no longer go automatically to coverage.

Directory

To call a person from the directory:
1. From the Phone screen, scroll right to access the Features menu.
2. Select Directory.
3. Press Select or OK.
4. Use the dialpad keys to start spelling the last name of the person you want to call.
   Note: Press each dialpad key one time for each corresponding letter. For example, for "Hill," press 4, 4, 5, 5.
5. If you want to scroll to the next displayed name, alphabetically, select Next.
6. Press OK, or enter the next letter.
7. When the name you want is indicated, select Make Call.
8. Press OK.
   - The call is placed.

Contacts

To add a new contact:
1. Press Contacts.
3. Enter the name using the dialpad.
   Note: Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed. Pause before entering the next character if the characters are on the same key. Enter remaining letters or numbers. If you want to delete the last character, press Bksp. If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press Bksp to remove the character to the left of the cursor. To change between upper and lower case letters, or to enter numbers, press More > Abc. To cycle through the options (Abc/123/abc/ABC), press ABC again until the type you want to use is displayed. To enter characters that are not on your dialpad, press More > Symbols and select the symbol you want to use then press OK to select the symbol. To delete all text and start over, press Clear.
4. Select the next field.
5. Enter the (primary) telephone number.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, repeat Steps 5 through 7. You can add up to three numbers for this contact.
9. Press Save or OK.
   - The new contact is saved.

To add an entry from the call log to your Contacts list:
1. Press Call Log.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. Edit the name and telephone number, if necessary.
5. Press Save.
   - The new entry is added to the Contacts list.
To edit an existing contact:
1. Press Contacts.
2. Select the contact you want to edit.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press Save or OK.
   - Your changes are saved.

To delete a contact:
1. Press Contacts.
2. Select the contact you want to delete.
   - The display prompts for confirmation.
   **Note:** If you want to exit this procedure and cancel the deletion, press Cancel.
4. Press Delete.
   - The selected contact is deleted.

To call a person from the Contacts list:
1. Press Contacts.
2. Select the person or number you want to call.
3. Press Call or OK.
   - The number is dialed.

To view Contacts details:
1. Press Contacts.
2. Select the contact you want to view.
3. Press Details.
   - The information available for that contact is displayed.

---

**Call Log**

To view the call log:
1. Press Call Log.
   **Note:** You can go to the top of the list by pressing Call Log again.
2. Scroll to the right or left to view separate lists of your answered, outgoing, or missed calls lists.

To view call log details:
1. Press Call Log.
2. Select the number you want to view.
3. Press Details.
4. To return to the list view, press Back.

To call a person from the call log:
1. Press Call Log.
2. Select the person or number you want to call.
3. Press Call or OK.
   - The number is dialed.

To add an entry from the call log to your Contacts list:
1. Press Call Log.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. Edit the name and telephone number, if necessary.
5. Press Save.
   - The new entry is added to the Contacts list.
To clear all entries from the call log:
Clearing all entries from a call log might or might not delete all of the entries in every log. For example, if you are viewing the Outgoing Calls list, only outgoing calls are deleted from the call log. However, if you are viewing the All Calls list, pressing Clear All deletes all calls from the call log.

1. Press Call Log.
2. Select the list you want to delete.
4. Press Clear All.
   - The display requests confirmation.
5. Press Clear All again or OK to confirm.
   - All of the entries from the list you were viewing are deleted.

To remove an entry from the call log:

1. Press Call Log.
2. Select the number you want to delete.
   - The display requests confirmation.
   - Note: If you want to cancel and exit this procedure press Cancel.
4. Press Delete.
   - The selected call log entry is deleted.

To toggle call logging on or off:

1. Press Avaya Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Application Settings.
5. Press Select or OK.
6. Select the type of call logging you want to turn on or off.
   - Note: To turn logging of bridged lines on or off, select Log Bridged Calls and press Change or OK.
7. Press Change or OK to turn call logging on or off.
8. Press Save.

Telephone Settings

To change the language:

1. Press Avaya Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.
6. Select Language.
7. Select the desired display language.
8. Press Select or OK.
   - The display prompts for confirmation.
9. Press Yes to confirm the selected language.
   - The language you selected is now the active language.

To adjust the contrast of the display:

1. Press Avaya Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.
6. Select Contrast.
7. Press Change or OK.
8. Select Phone or an SBM24 Module.
9. Scroll to the right or left to adjust the contrast.
10. Press **Save** or **OK**.

---

**To set redial options:**

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Redial**.
7. Press **Change** or **OK** or the **Right/Left Arrows** to select either **One Number** and **List**.
   - **Note**: If you select One Number, then Redial will automatically dial the last number you dialed. If you select List, then Redial will automatically display a list of the last numbers you dialed and permit you to make a selection.
8. Press **Save**.
   - The redial option you selected is saved.

---

**To change the ring pattern:**

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Personalized Ringing**.
7. Press **Change** or **OK** to see a list of the available ring patterns.
8. Select a ring pattern to listen to it. If you want to hear it again, press **Play** or **OK**.
9. To enable the current ring pattern on your phone, press **Save**.
   - The new ring pattern is saved.

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**To toggle button click sounds on and off:**

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Button Clicks**.
7. Press **Change** or **OK** to turn sounds on or off.
8. Press **Save**.

---

**To turn error tones on or off:**

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Error Tones**.
7. Press **Change** or **OK** to toggle error tones on or off.
   - **Note**: If you turn error tones on, then your telephone will beep when you make a mistake or take an action that is not allowed.
8. Press **Save**.

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**To configure visual alerts:**

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
7. Press **Change** or **OK** to turn Visual Alerting on or off.
Note: When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash.

8. Press Save.

To set Go To Phone Screen on Calling:
1. Press Avaya Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Call Settings.
5. Press Select or OK.
6. Select Go to Phone Screen on Calling.
7. Press Change or OK to set the option to Yes or No.
   Note: If you select Yes, then the Phone screen will automatically be displayed each time you place a call.
8. Press Save.

To set Go To Phone Screen on Ringing:
1. Press Avaya Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Call Settings.
5. Press Select or OK.
6. Select Go to Phone Screen on Ringing.
7. Press Change or OK to set the option to Yes or No.
   Note: If you select Yes, then the Phone screen will automatically be displayed each time you get an incoming call.
8. Press Save.

To adjust the brightness of the display:
1. Press Avaya Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.
6. Select Brightness.
7. Press Change or OK.
8. Select Phone or an SBM24 Module.
9. Scroll to the right or left to adjust the brightness.
10. Press Save or OK.

To configure the call timers:
You can set your call settings to display the duration of calls. You can turn the call timer display on or off.
1. Press Avaya Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Call Settings.
5. Press Select or OK.
6. Select Display Call Timers.
7. Press Change or OK to toggle the call timer display on or off.
8. Press Save.

To toggle large text on or off:
1. Press Avaya Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.
7. Press Change or OK to toggle large text on or off.
8. Press Save.

To edit the button labels:

Note: You can change the labels that are displayed for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to "My Line."

1. Press Avaya Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Application Settings.
5. Press Select or OK.
7. Press Change or OK.
8. If the label you want to edit is on the Features menu, scroll right to access the Features menu.
9. Select the label you want to edit.
11. Edit the label.
   Note: You can press Clear to clear all text fields and start over.
12. Press Save or OK.

To restore the button labels to their default labels:

1. Press Avaya Menu.
2. Select Options & Settings.
3. Press Select or OK.
4. Select Application Settings.
5. Press Select or OK.
7. Press Change or OK.

Log In/Out Telephone

To log in to your telephone:
1. At the initial screen when it prompts you for your extension, enter your extension.
2. Press Enter or OK.
3. Enter your password.
4. Press Enter or OK
   o You are logged into the phone.

To log out of your telephone:
1. Press Avaya Menu.
2. Select Log Out.
3. Press Log Out or OK.
   o The display requests confirmation.
4. Press Log Out again to confirm.
   o You are logged out of the telephone.

Message

To retrieve your messages:
1. Press the Message button.
   o You are connected directly to your voicemail system.

Mute

To mute a call:
1. Press the Mute button.
   o The Mute button light turns on.
The other person cannot hear you.

To unmute a call:
1. Switch between the handset, headset, or speakerphone.
   or, Press the Mute button again.
   o The Mute button light turns off.
   o The call is unmuted and the other person can hear you again.

**Redial**

To redial a number:
1. From the Phone screen, press Redial.
   Note: The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.
2. If a list of the most recent numbers that you have dialed is displayed, select the one you want to redial.
3. Press Call.
   o The number is redialed.

**Simultaneous Ringing**

To toggle simultaneous ringing for multiple telephones (EC500) on or off:
1. From the Phone screen, scroll right to access the Features menu.
2. Select EC 500.
3. Press OK to toggle simultaneous ringing on or off.

**Tones and Their Meanings**

Ringing tones are produced by an incoming call. Handset tones are those which you hear through the handset.

### Ringing Tones

- **1 ring** - A call from another extension.
- **2 rings** - A call from outside or from the attendant.
- **3 rings** - A priority call from another extension, or from an Automatic Callback call you placed.
- **ring-ping (half ring)** - A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

### Handset Tones

- **busy signal** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting ringback tone** - A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.
- **call waiting tone** - One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
- **confirmation tone** - Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage tone** - One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** - A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** - An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **recall dial tone** - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** - A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
- **ringback tone** - A low-pitched tone repeated 15 times a minute; indicates the telephone dialed is being rung.

**Troubleshooting**

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
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<tr>
<td>A feature does not work as</td>
<td>1. Reread the procedure and try again.</td>
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Glossary

activate
To begin or turn on the operation of a feature.

attendant
The person who handles incoming and outgoing calls at the main console.

AUDIX
Audio Information Exchange, an optional voice mail and message service that provides coverage for calls to you by recording callers’ messages and reporting Leave Word Calling messages.

call appearance button
A button used exclusively to place, receive, or hold calls. It has an assigned extension number and is equipped with a red in-use light and a green status light.

console permission
The authorization (from your system manager) to initiate Call Forwarding All Calls for an extension other than your own.

coverage
Automatic redirection of calls from an unanswered phone to another phone. Redirection could be to the extension of a receptionist, secretary, co-worker, AUDIX, or message center. A person who provides coverage is a covering user.

dial pad
The 12 pushbuttons that you use to dial a number and access features.

enhanced list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension
A dialing number of 1 to 5 digits assigned to each phone connected to your DEFINITY Communications System Generic 1 or Generic 3 switch.

feature
A special function or service, such as Conference, Hold, Send All Calls, etc.

feature code
A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

group list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset
The handheld part of the telephone that you pick up, talk into, and listen from. This is sometimes called the "receiver".

message retriever
A person authorized by the system manager to retrieve messages for other users.

off-hook
When the handset is removed from the cradle (for example, when you lift the handset to place or answer a call), or speaker is on.

on-hook
When the handset is left on the cradle, and speaker is off.

party
A person who places or answers a call.

personal list
One of the four types of Abbreviated Dialing lists; programmable by the system manager or by you, the user. Contains phone numbers of your choice, and stores each of them as a single-digit list item.
personal list item
One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group
A group of telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

priority call
An important or urgent call that sends a special 3-burst ring.

program/reprogram
To use your dial pad to assign a phone number to a personal list item or an AD xxxxx button for Abbreviated Dialing.

retrieve
To collect phone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer
The device that produces the electronic ringing sound in your telephone.

stored number
A phone number that has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial phone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored; if the number is stored on an AD xxxxx button, the number can be accessed by simply pressing that button.

switch
The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or ECS (Enterprise Communications Server).

system list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

system manager
The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

trunk
A telecommunications channel between your switch and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same trunk group.

trunk code
A dial code of 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.