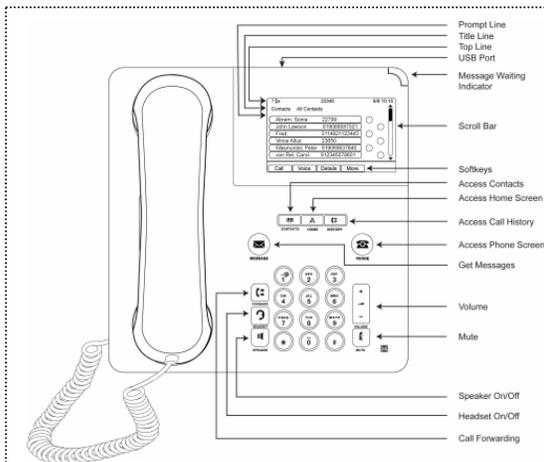




Avaya 9621/9641 IP Phone User Guide



Scrolling and Navigation

Your Avaya 9641 is equipped with a touch screen. To switch between call appearances and features, use the Features button or Phone button in the upper right of the Phone screen to switch between call appearances and features. Touch Features to move from the Phone screen to the Features list, or touch Phone to move from the Features list to the Phone screen.

When a list item has a "Details" button (a blue right-facing arrow), touching it shows more information about the item. For example, touching the arrow to the right of a contact name produces a detail screen showing all the numbers on file for that person. You act on objects such as a line or softkey by touching them or by touching the on-screen softkey labels. Softkey labels change according to the context.

Answering and Making Calls

Answering a call: If you are not on another call, lift the handset, touch the ringing call appearance line, press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.

Making a call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or touch an idle call appearance line. 2. Dial the number you want to call. If you have a favorite icon on the Home screen for the person you want to call, just touch that icon to initiate dialing.

Placing a call on hold

1. If you are not active on the line you want to put on hold, touch that line.
2. Touch **Hold**.
3. Touch **Resume** or the call appearance of the held call to retrieve the call.

Transferring a call

1. From the Phone screen, with the call you want to transfer active, touch **Transfer**.
2. Dial the number to which you want to transfer the call.
3. Touch **Complete** to transfer the call.

Conference calls

1. Select any idle call appearance and dial the first conference participant.
2. From the Phone screen, touch **Conference**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the list.
4. When the person answers, touch **Join** to add the existing call.
5. Touch **Add**.
6. Repeat these steps to add another person to the conference call.
7. To see a list of the conference participants, touch the **Details** button on the

Features

Call Pickup (This feature allows a user to answer calls ringing at another phone).

To answer a ringing phone, press the **Call PkUp** button and enter the extension of the phone that is ringing. That call will now be on the user's phone that picked up.

Company Directory

1. Press the **Directory** button.
2. Enter the user's last name, for example for Smith press **7**, then **6** to spell out SM.
3. Keep spelling out the name.
4. Press **Next** if there are multiple matches.
5. When you have reached the name, press **Make Call**.

Call Forward

1. Press the **Call Fwd** button. You will hear dial tone.
2. Enter the forwarding number. You will hear a confirmation tone. The light next to the button will turn on.

To deactivate Call Forward

1. Press the **Call Fwd** button. You will hear dial tone

Send All Calls

1. From the Phone (Main) screen, press the button underneath **SendCalls** to send all your calls to voicemail.
2. When the feature is activated the button will be displayed with a **SendCalls** ✓
3. From the Phone (Main) screen, press the button underneath **SendCalls** to deactivate.

Transfer Direct to Voicemail (This feature bypasses the ringing processes and transfers a call straight to voicemail)

1. Once you have the call, touch **Transfer**.
2. Touch **DirectVM**.
3. Enter the extension number once you hear the announcement instructing you to do so.
4. Hang-up right away so the caller can hear the beginning of the voicemail greeting.

Using Direct To Voicemail to Call Others

1. Press **DirectVM**.
2. Enter the extension number once you hear the announcement instructing you to do so.
3. Leave your message after the tone.

Contacts (250 Entries)

Adding a new contact

1. Press **Contacts**.
2. Touch **New**.
3. Enter the name using the keyboard.
4. Touch the **check mark** to move to the number entry screen.
5. Enter the primary telephone number using the keyboard. The primary number is the first number entered and the one that will always display on the Contacts list without having to go into contact details.
6. Touch the ✓ to indicate you are finished entering the name and primary telephone number. The telephone displays your entries in a business card format.
7. Edit information as described below
8. Touch **Save**.

Editing a contact

1. Press **Contacts**.
2. Search for the contact you want to edit.
3. Touch the **Details** button to the right of the contact to display detail information.
4. Touch **+** to add another number for the contact or touch **Edit** to edit the name or any of the numbers.
5. To edit a name or number, take one of the following actions:
 - Touch **Primary** to change the primary number.
 - Touch the Name or number you want to edit.
 - Touch a blank line to add a number.
 - Touch **Cancel** to return to the Contacts list.
6. Use the onscreen keyboard to make changes to the contact information.
7. Touch **Done**.
8. To change other contact information, repeat Steps 5 through 7.
9. When you finish changing contact information, touch **Save**.

Call History

Viewing call history

1. Press **History**.
- You can go to the top of the list by pressing **History** again.
2. If you want to see a different list, touch the applicable icon at the upper right representing answered, outgoing, or missed calls.
 3. Scroll up or down to view the entries on the list.

Viewing call history details

1. Press **History**.
2. If you want to see a different list, touch the icon at the upper right you want to view.
3. If you don't see the call whose details you want to review, use the scroll bar
4. Touch the right arrow on the call for which you want to see detail information.
5. Touch **Back** to return to the list view, or touch **Delete** to remove this call from the log, or touch **+Contact** to add this person and phone number to your Contacts list.

Adding an entry from the call history to your contacts list

1. Press **History**.
2. Touch the **Details** button of the number you want to add to your Contacts list.
3. Touch **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Touch **Done** then **Save**.

Voice Mail

Setting Up A New Mailbox

Step 1: Press Message button or VM Access button on your phone.

Step 2: Press # from your extension or enter your extension.

Step 3: Use default password which is 0 followed by #.

Step 4: You will be asked to record your name. At the end of explanation you dial 1, record your name and press 1 to save. If you like the way it sounds press # to accept. System will walk you through the steps.

Step 5: Create a new password: Can not be same as ext, #, or consecutive 1234, etc. You will be asked to do this twice.

Step 6: When step5 is complete you will be brought out to the main menu. Press 3 for greetings.

Step 7: Press 1 to create a greeting. Choose greeting number 1 and follow prompts. This is the greeting you will mostly use,

Step 8: When you are satisfied with the greeting and it is saved you will be prompted to activate this greeting, you must do so or the voicemail will use the system greeting.

** If you miss this step you can log back into VM, choose #3 for greetings, Choose #4 to activate greeting. Choose greeting #1.

Logging Into VM To Check

Step 1: Press Message button on phone

Step 2: Press # or enter your ext.

Step 3: Dial your password and #

Step 4: Press 2 to get messages, if you press the Zero key it will bypass the header and go right to the message.

Checking Messages From Outside The Office

Step 1: Dial direct phone number

Step 2: Once voicemail picks up press *7

Step 3: Enter extension followed by #

Step 4: Enter your password followed by #

Changing A Greeting

VoiceMail key on phone extension and # word and #

#3 for greetings, then option #1 to create/change greeting, then choose greeting #2 or 3 or 4 etc. You should use those greetings for vacation or sick day greetings, leave greeting #1 alone unless you are unhappy with it. greeting it will ask you to activate, say yes.

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Step 1: Press

Step 2: Dial your ex-

Step 3: Dial your pass-

Step 4: Choose option

Step 5: After recording

Step 6: Upon return from vaca-

tion or sick day you will log back into your mailbox, choose #3 for greetings and #4 to activate greetings and choose #1 which is your standard

Advanced Functions

World Clock

Adding world clock locations

1. Press **Home**.
2. Touch World Clock.
3. Take one of the following actions. If this is not the first time you are accessing the World Clock application, proceed to Step 4.
 - If this is the first time you are accessing the World Clock application, you will automatically be presented with the Location Entry screen on which you can enter either a United States Postal Zip Code, a City, a City and State, or a City and Country. Your entry can be up to 60 characters in length. Save the location using the **check mark** on the on-screen keyboard.
4. When the Locations screen displays, you can:
 - Touch **Add** to add another location, use the on-screen keyboard to enter the information as described in Step 3 and save it using the check mark,
 - or
 - Touch a location line to view time-related details about or to delete that location,Or
 - Touch **Back** to return to the Home screen.

Viewing world clock details

1. Press **Home**.
2. Touch World Clock.
3. Touch anywhere on the line of the location you want to look at. Details include the local time, day, date, location name, local temperature, and an icon indicating the local weather conditions. If a temperature is not available, two dashes show in its place. When the local weather is not available, that detail is left blank.

Pairing a Bluetooth® headset with your phone

1. Press **Home**.
2. Touch Settings.
3. Touch Bluetooth Setup.
4. Take one of the following actions: If this is not the first time you are pairing a headset, proceed to Step 5.
 - If this is the first time you are pairing a headset, touch **Add**. If the correct device type is not highlighted, touch the other device type to select it. Follow the instructions on the screen and touch **Start** to begin the pairing process. Proceed to Step 6.
5. If this is not the first time you are pairing a headset, you can reactivate it or pair another supported Bluetooth headset; the current device the phone recognizes is listed first with a check mark on a list of available devices. Touch the appropriate device (headset) to select it from the list, then touch **Activate**. Alternately, you can touch **Add** to add another device to the list and pair it with the phone as described in the previous step.
6. Every headset has a stored Passkey, but if yours is not processed, you may be asked to enter one using the dialpad. Avaya products use 0000 as the Passkey; for non-Avaya headsets, consult your manufacturer's documentation. Passkey entry can be up to 16 digits, but most devices use four digits. When complete, touch **Enter**.
7. When the confirmation tone sounds, press **Finish**. When pairing completes, the top line of the telephone display shows a Bluetooth® logo icon to indicate the wireless headset is active.

Using the Calculator

The Calculator application works like most PC calculators. A special calculator keyboard lets you enter up to nine digits plus a decimal point and a minus sign. An overflow message displays and an error beep sounds when more than nine digits are entered. Math equations consider two values — x and y . The first value you enter is " x " and the next value is considered as " y " unless the next value is an equal sign; any value entered following an equal sign is taken to be a new " x " value and so on. Results display following the entry of operations like $+$, $-$, \times , or a division symbol.

1. Press **Home**.
2. Touch Calculator.
3. Use the on-screen calculator keyboard to enter your equation.
4. Touch the **X** icon at the top right of the calculator to return to the Home screen.

Weather application

To activate the Weather application, you must input the city or postal code for which you want weather reports and indicate whether you want temperatures and wind speeds displayed as English or Metric units. Once you set up the location and measurement, the Weather application will display the associated current temperature, wind speed and humidity. Icons indicate current weather conditions and sunset/sundown times. Forecasts are shown for the current day and the next day, as is the last time weather information was updated. Weather information is updated according to the update schedule of the internet service providing the information, whenever you touch the Refresh softkey, or change the location.

1. Press **Home**.
2. Touch Weather.
3. Take one of the following actions: If this is not the first time you are accessing the Weather application, proceed to Step 4.
 - If this is the first time you are accessing the Weather application, use the onscreen keyboard to enter a location or postal code of up to 60 characters in length. Touch **Next** to display a second screen to select a unit of measure. A unit selection default of Metric displays; touch it to change (toggle) the setting to English. Touch **Save**.
4. When the Weather information for the location you entered displays, you can:
 - Touch **Location** to change the city or postal code, use the on-screen keyboard to enter the information, and save it using the check mark,
 - or
 - Touch **Refresh** to view updated weather information,
 - or
 - Touch **Back** to return to the Home screen.