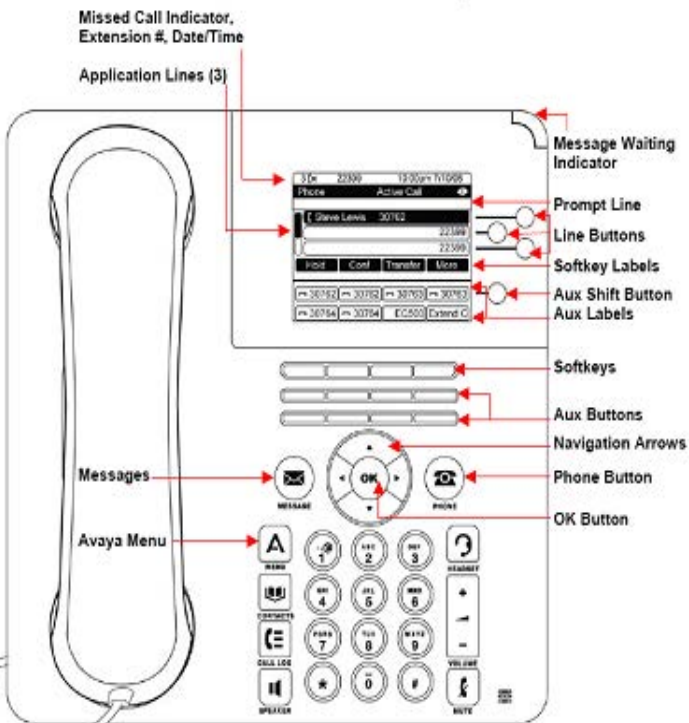


Avaya 9650 Phone User Guide






Making and Answering Calls



Making a Call

1. Lift the handset, press [**Speaker**], or select an available line and press [**OK**] in the center of the phone.
2. Dial [9] followed by the number.

Answering a call




1. Pick up the handset or,
2. Press the Speaker button located on the bottom of the left side of the phone or,
3. Press the black button  underneath [**Answer**].
4. You may also press the black button  underneath [**Ignore**] to stop the phone from ringing. The caller will still hear ringing and eventually go to voicemail.
5. Additionally, you may press the black button  [**ToVM**] to send the call directly to voicemail.

Answering a call on another appearance




1. To connect to another call while on a call make sure you sure you put the first call on hold first.
2. As soon as you put the first call on hold you can press the black button  underneath [**Answer**] to answer the call.
3. You will then use the up & down arrows  in the center of the phone to retrieve the call from hold. You may either press the [**OK**] or the [**Resume**] button.

In Call Functions







Putting a Call on Hold (Hold will appear on the bottom of the display once you are on an active call).

1. Press the black button  underneath [**Hold**]. (The [**Resume**] button will replace the [**Hold**] button on the bottom of the display.
2. Press the black button  underneath [**Resume**] or use the up & down arrows  in the center of the phone and press [**OK**].


Transferring a Call (Transfer will appear on the bottom of the display once you are on an active call).

1. Once you have the caller press the black button  underneath [**Transfer**] and dial the telephone number, call the person from the Contacts list, or call the person from the Call Log list.
2. Press the black button  underneath [**Complete**].
3. To cancel a transfer, press [**Cancel**] and use the up & down arrows  to return to the caller.




Adding a person on hold to a conference call

1. Press the black button  underneath [**Hold**] to put the existing call on hold.
2. As soon as you put the first call on hold you can press the button underneath [**Answer**] to answer the second call or press the RED  flashing button to the right of the display.
3. To join the two calls together press the black button  underneath [**Conference**].
2. Press the RED  flashing button to the right of the display to retrieve the person on hold. Alternatively, you may also use the up & down arrows  in the center of the phone. Press the button underneath [**Resume**] or [**OK**] in the center of the phone to select the caller on hold.
3. Press the black button  underneath [**Join**] to conference in both callers.

Disconnecting the last person from a conference call

- ▶ Press the black button  underneath [**Drop**].

Conference Calls (With Conference you can have up to 6 people including yourself).

1. Once you are on active call, press the black button  underneath [**Conference**].
2. Dial the telephone number, call the person from the Contacts list, or call the person from the Call Log.
3. Press the black button  underneath [**Join**] to add the new person to the existing call.
4. If the person you are trying to contact is unavailable, press [**Cancel**] and return to the original caller.
5. Press the up & down arrows  to return to the caller and press the button underneath [**Resume**] or press [**OK**] in the center of the phone.
6. To add additional people to you conference call, repeat steps 1 through 5

Contacts (250 Entries)

Calling a person from the Contacts list

1. Press the [**Contacts**] button located next to the ☎ key on the dial pad.
2. Press the white button ○ to select the person you wish to call. Alternatively, you may use the up & down arrows ▲▼ in the center of the phone to find the person you wish to call.
3. Press the black button ◼ underneath [**Call**] or [**OK**] in the center of the phone or press the White button ○ to select the person you wish to call. .
4. If you have more than one number for a contact press the button underneath [**Details**] to view additional numbers you may have entered for that contact.
5. Use the up & down arrows ▲▼ in the center of the phone and then press the black button ◼ underneath [**Call**] or [**OK**] in the center of the phone to select the correct number you want to call.

Adding a new contact (using the up & down arrows)

1. Press the [**Contacts**] button located next to the ☎ key on the dial pad.
2. Press the button underneath [**New**].
3. Enter the name using the dial pad but pressing the number keys multiple times until you see have the correct letter on the display.
 - ▶ Pause before entering the next character if the characters are on the same key.
 - ▶ Enter remaining letters or numbers.
 - ▶ Press Bksp to delete the last character.
 - ▶ Press the button underneath [**More**] --> Abc to change between upper and lower case letters or to enter numbers.
 - ▶ Press ABC again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
 - ▶ Press button underneath [**More**] --> Symbols to enter characters that are not on your dial pad.
 - ▶ Select the symbol you want to use.
 - ▶ Press [**OK**] in the center of the phone to select the symbol.
 - ▶ Press the button underneath [**Clear**] to delete all text and start over.
 - ▶ Select the next field.
 - ▶ Enter the telephone number.
4. By using the up & down arrows ▲▼ in the center of the phone you can enter up to 2 more additional numbers per contact.
 - ▶ Press the button underneath [**Save**] or [**OK**] in the center of the phone.

Editing a contact

1. Press the [**Contacts**] button located next to the ☎ key on the dial pad.
2. Press the white button ○ to select the person you wish to edit. Alternatively, you may use the up & down arrows ▲▼ in the center of the phone to find the person you wish to edit.
3. Press the black button ◼ underneath [**More**] --> [**Edit**].
4. Choose the field you want to edit use the dial pad and softkeys to make changes to the contact information.
6. Press the black button ◼ underneath [**Save**] or [**OK**] in the center of the phone.

Call Log

Calling a person from the call log

1. Press the [**Call Log**] button.
2. Use the left or right arrows ◀ ▶ to select the list you wish to view i.e. Missed, Answered, and Outgoing.
3. Select the person or the number you wish to view or call.
4. If you want to view caller information, such as time and date press the black button ◼ underneath [**Details**] otherwise press the black button ◼ underneath [**Call**] or [**OK**] in the center of the phone.

Adding an entry from the call log to your Contacts list

1. Press the [**Call Log**] button.
2. Use the left or right arrows ◀ ▶ to select the list you wish to view i.e. Missed, Answered, and Outgoing.
3. Select the number you want to add to your Contacts list then press the black button ◼ underneath [**+Contact**].
4. Edit the name and telephone number, if necessary.
5. Press the black button ◼ underneath [**Save**].

Phone Features

Call Park (Puts a call on hold at your extension for retrieval at any extension.)

Parking a Call on Your Own Extension

- Press the ▶ to view the phone features
- Press the ▼ to locate **Call Park**.
- Press the line button next to **Call Park**. Wait for confirmation tone. Hang up.

◦ *The line button will be lit when a call is parked.*

Retrieving A Parked Call

- Lift your handset or press the Speaker button.
- Press the **Park Retrieve** button
- Dial the Extension number where the call was parked.
 - *You are connected to the parked caller and the light on the Call Park line button disappears.*
 - *If you receive intercept tone, the parked call has been disconnected or retrieved by someone else.*