
Scrolling and Navigation

Touch and hold the appropriate scroll icons on the touch screen to scroll through a page at a time in the direction you choose or to activate the scrolling *auto repeat* feature.

To switch between call appearances and features, touch **Features** or **Calls** on the touch screen.

When you touch the details button, a blue right-facing arrow, you can view 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 can touch a line or softkey or touch the on-screen softkey labels. Softkey labels change according to the context. For example, you can touch a contact to place a call to that person and touch a line on the Phone screen to answer an incoming call, to go off hook, to place a call, or to resume a call on hold.

You can also access the Phone screen or the Home screen anytime by pressing the appropriate buttons on the phone.

The Home Screen

The Home screen provides several user-friendly features. Using the icons on the Home screen, you can customize options and settings of your phone, view phone and network settings, obtain information about the time and weather through Web-based applications, use a calculator, and use Favorite speed dial buttons. The way you use the Home screen depends on how the administrator has set up the system. You need to press the Home button under display to gain access to the Home screen. The Home screen includes the following standard Avaya features:

- **Settings:** Displays a menu that you can use to change your call settings, the language to display the information on the screen, the way your screen looks, pair your phone with a Bluetooth headset, log into a phone as a guest, clean your screen, log out your phone, and more.
- **World Clock:** Shows the time and weather in different parts of the world.
- **Weather:** Shows the current weather conditions in an area you choose and provides a weather forecast.
- **Calculator:** Provides a simple, four-function calculator.
- **My Pictures:** Using this feature you can use pictures from a USB device as your telephone screensaver. Note: This feature is applicable only to the 9641 deskphone.
- **Web application:** You can set up shortcuts to view 9 web applications or information pages using this feature.
- **Favorites Help:** Using the help outlined here, you can add a person in your contacts list to your display as a quick dial number. Touch the number to make a call to that person.

You can also use **Contacts** to enable speed dial icons for up to 16 Favorite numbers on your Home screen. Your administrator might make available other Web-based applications such as a corporate directory or support page. To invoke an application you see on the Home screen, touch the icon. If the number of lines in the list is greater than the number of lines in the Application area of the Home screen, You can scroll to view the next line. Touch the scroll bar on the right side of the Home screen to view the next page.

You can also administer up to 9 WML applications on home screen.

Answering and making a call

Answering a call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, touch the ringing call appearance line, press **Speaker**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, you may need to put the active call on Hold first before answering the new call. If the telephone does automatically display the incoming call, you can touch **Ans**

Hold to automatically put the first call on Hold when you answer the new call. Alternately, you can touch **Ans Drop** to automatically drop the first call when you answer the new call.

To automatically display the Phone screen whenever you receive an incoming call, set the **Go to Phone Screen on Ringing** option to **Yes**.

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.

Putting 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**.



The phone might display a hold timer when you put a call on hold.

3. Touch **Resume** or the call appearance of the held call to retrieve the call.

Transferring a Call

1. Keep the call you want to transfer active and touch **Transfer** from the Phone screen.
2. Dial the number to which you want to transfer the call.
3. Touch **Complete** to transfer the call.

Forwarding calls

1. Touch **Forward**.
2. Touch the forwarding feature you want to activate or deactivate.

When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.

3. Enter the number to which you want to forward your calls as the destination, then touch **Enter**.

After you enter the forwarding number, you hear a confirmation tone.

Using the conference feature

Setting up a conference call

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 History list.
4. When the person answers, touch **Join** to add the person to the existing call.
5. To add another party to the conference call, touch **Add**.
6. Repeat Steps 3 and 4 to add another person to the conference call.
7. To see a list of the conference participants, touch the **Details** button on the Conference Call line and then either:
 - Touch a participant name and touch **Silence** to mute the person.
 - Touch a participant name and touch **Drop** to drop this person from the conference call.
 - Touch **Refresh** to refresh the conference details.
 - Touch **Back** to exit the conference details screen and return to the Phone screen.

About Features

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

Using the Features menu

From the Phone screen, touch the **Features** button at the upper right corner to view the Features menu.

The LED icon next to the feature name indicates if the feature is currently on or off. If the LED icon associated with the feature label is green, the feature is on.



Note:

To return to the main Phone screen, touch **Calls** at the upper right corner.

Send All Calls

Touching the **Send All** softkey turns **Send All Calls** on, changing the appearance of that softkey to indicate the feature is on. If this feature is already on, touching the **Send All** softkey turns the feature off and the softkey appears normal. You can also turn **Send All Calls** on or off by using the telephone Features list.

Touch **Send All** or touch **Forward** to access the main Forwarding menu and then touch **Send All Calls** to turn **Send All Calls** on or off.

Contacts



Note:

If you press the **Contacts** button and nothing happens, your system administrator has disabled the button and its functionality. In this case, you cannot add, edit or delete any existing contacts. However you can view the existing contact entries.

Searching for a contact

1. Press **Contacts**.
2. With the phone on hook, use the dialpad to start typing the name you want to search.

Keep in mind how your Contact list is set up. If you set up your contacts as *Last Name, First Name* start typing the letters of the last name. If you have set up your Contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.

3. When you see the contact you can:
 - Touch the phone number of the contact to dial, or
 - Touch the **Details** button next to the contact's phone number to select a different phone number or see detail information about this contact.

Calling a person from the contacts list

You can call a contact in your contacts list by uttering their name or by touching the name in the list.

1. Press the **Contacts** button.
2. Locate the contact 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 his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.

3. To call the contact's primary number, touch the line on which the contact name appears.
4. To call a non-primary number, touch the **Details** button to move to the detail information fields for the contact, then touch the desired number.

Adding a new contact

You can add up to three numbers for a contact.

1. Press **Contacts**.
2. Touch **New**.
3. Enter the name using the on-screen keyboard or the dial pad.
4. Touch the **check mark** to move to the number entry screen. Touch the **check mark** or **Next** button.
5. The first number entered is the primary number of a contact. The Contacts list always displays the primary number first.
6. Touch the **check mark** to indicate you finished entering the name and primary telephone number.

The telephone displays your entries in a business card format.

7. Take one of the following actions:
 - To change the name, touch the line which contains the name and edit the entry by following Step 3.
 - To change the number, touch that line and edit the entry.
 - Touch add another number for the contact, touch **Add**. Then touch the applicable icon representing the type of number (Work, Mobile, Home). Repeat this step if you want to add another number for the new contact.
 - To return to the Contacts list without saving the new contact information, touch **Cancel**.
 - To change the primary number, touch **Primary**.
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 **Edit**.
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 on-screen 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**.

Changing the primary contact number

If a contact has two or three numbers, the primary contact number is the first number in the list. By default, the primary number is the first number dialed when you touch a contact in the Contacts list.

1. Press **Contacts**.
2. Search for the contact whose primary number you want to change.
3. Touch the **Details** button for the contact to display detail information.
4. Touch **Edit**.
5. Touch **Primary**.
6. Touch the number you choose as the new primary number.
7. Touch **Done**.
8. Touch **Save**.

Call History

Calling a person from the call history

1. Press the **History** button.
2. Touch the appropriate icon at the top right of the screen to view All Calls, Missed Calls, Answered Calls, or Outgoing Calls.

Depending on administration, returning a Missed Call may result in that call history entry being deleted when the calls goes through.

3. If you don't see the name of the person you want, scroll down until the name displays.
4. When you see the name of the person you want to call, touch the number to dial the corresponding number.

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**.
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Changing the display language

1. Press **Home**.
 2. Touch **Settings**.
 3. Touch **Options & Settings**.
 4. Touch **Screen and Sound Options**.
 5. On the **Screen and Sounds** menu, touch **Language**.
 6. Touch the language to which you want to change.
 7. Touch **Yes** to confirm the selected language or **No** to return to the menu without changing the language.
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For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.

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