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Notices

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For full legal page information, please see the complete document, Avaya Legal Page for Hardware Documentation, Document number 03-600759.

To locate this document on our website, simply go to http://www.avaya.com/support and search for the document number in the search box.

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Introduction to the 9620 IP 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.
# 9620 IP Telephone Button/Feature Descriptions

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<th>Description</th>
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<td><strong>USB Port</strong></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><strong>Message Waiting Indicator</strong></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><strong>Prompt Line</strong></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>
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<tr>
<td><strong>Softkeys</strong></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>
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<tr>
<td><strong>Message</strong></td>
<td>Press the Message button to connect directly to your voicemail system.</td>
</tr>
<tr>
<td><strong>Navigation Arrows</strong></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><strong>OK</strong></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><strong>Phone</strong></td>
<td>Press Phone to view and manage your calls.</td>
</tr>
<tr>
<td><strong>Contacts</strong></td>
<td>Press Contacts to view the entries in your contact list.</td>
</tr>
<tr>
<td><strong>Call Log</strong></td>
<td>Press Call Log to view a list of your outgoing, incoming, and missed calls.</td>
</tr>
<tr>
<td><strong>Missed Call Indicator</strong></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>
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<tr>
<td><strong>Avaya Menu</strong></td>
<td>Press Avaya Menu to configure options and settings, access the browser, log out, or view network information.</td>
</tr>
<tr>
<td><strong>Volume</strong></td>
<td>Press volume to adjust the volume of the handset, headset, speaker, and ringer.</td>
</tr>
<tr>
<td><strong>Headset</strong></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><strong>Mute</strong></td>
<td>Press Mute to mute a call in progress. To take a call off mute, press Mute again.</td>
</tr>
<tr>
<td><strong>Speaker</strong></td>
<td>Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset and press Speaker.</td>
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## About 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 and 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.

---

**About Your 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.

---

**About the 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 one of the following menus, depending on how your administrator has set up your system and on the applications available to you:

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<td>&gt; Call Settings</td>
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<tr>
<td>&gt; Browser</td>
<td>&gt; Phone Settings</td>
<td>&gt; Application Settings</td>
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<td>&gt; Network Information</td>
<td>&gt; Log Out</td>
<td>&gt; Screen &amp; Sound</td>
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<tr>
<td>&gt; About Avaya one-X</td>
<td>&gt; About Avaya one-X</td>
<td>&gt; Advanced Options</td>
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For example, to adjust the brightness or contrast of your screen, press the A to go to the Avaya Menu, scroll down to **Screen & Sound Options**, and press **Select** or **OK**. Choose **Brightness**... or **Contrast**... and press **Change** or **OK**.

**Note:**

On menus with WML applications, select **Phone Settings** to access the standard telephone Options & Settings menu.

Options & Settings or Phone Settings, if your menu is customized, lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone.

About Avaya one-X provides the release number of your telephone software.

---

**About Options & Settings**

The Options & Settings menu contains choices for:

- Call Settings
About Options & Settings

- Application Settings
- Screen & Sound Options
- Advanced Options

Note:
Options & Settings is called Phone Settings if you have a customized menu.

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

Application Settings includes choices for turning call logging on or off and for personalizing your button labels.

Screen & Sound Options includes choices for adjusting your phone's brightness and contrast, ring pattern, and button clicks and tones.

Advanced Options includes choices for backing up and restoring your settings, options, and button labels. You can also set AGC for your handset, headset, and/or speaker audio.

Setting Go To Phone Screen on Calling
Set Go to Phone Screen on Calling to Yes to automatically display the Phone screen when you place a call.

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.
8. Press Save.

Setting Go To Phone Screen on Ringing
Set Go to Phone Screen on Ringing to Yes to automatically display the Phone screen when you get an incoming call.

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.
8. Press Save.
Setting redial options
You can set Redial to dial the last number you dialed or to display a list of the last numbers you dialed.

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 toggle between One Number and List.
8. Press Save.

Configuring 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.
8. Press Save.

Configuring visual alerts
When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting 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.
7. Press Change or OK to turn Visual Alerting on or off.
8. Press Save.

Adjusting the brightness or 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 Brightness or Contrast.
7. Press Change or OK.
8. Select Phone or an SBM24 Module.
9. Scroll to the right or left to adjust the brightness or contrast.
10. Press Save or OK.
Turning 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.

Turning error tones on or off
Your telephone 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.
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 turn error tones on or off.
8. Press Save.

Turning 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 turn large text on or off.
8. Press Save.

Changing 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.
7. Press Change or OK to see a list of the available ring patterns.
8. Select a ring pattern to listen to it.
9. Press Play or OK to hear it again.
10. Press Save to make it your ring pattern.

Editing button labels
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**.
6. Select Personalize Labels...
7. Press **Change** or **OK**.
8. Select the label you want to edit.
   
   **Note:**
   If the label you want to edit is on the Features menu, scroll right to access the Features menu, and select the label you want to edit.
9. Press **Edit**.
10. Edit the label.
   Press **Clear** to clear all text fields and start over.
11. Press **Save** or **OK**.
   
   **Note:**
   You may revert back to the default button labels by pressing **Avaya Menu > Options & Settings > Application Settings > Restore Default Button Label**.

---

**About the Browser**

Your telephone includes a web browser capability that can be used to present 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.

**Accessing your browser**

1. Press **Avaya Menu**.
2. Press **Browser** or **OK**.

---

**About the Features menu**

The Features menu gives you access to advanced telephony features, such as Directory, Call Forwarding, Speed Dial, and Abbreviated Dial buttons. Directory allows you to dial other users on your system by name. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. EC500 allows you to answer your incoming calls from your desk phone or another phone. The particular features available to you depend on what your administrator has assigned to your phone.

For more information about what features and options are available for your extension, contact your system administrator.

**Accessing the Features menu**

From the Phone screen, scroll right to access the Features menu.

**Note:**
To return to the main Phone screen, press **Exit** or scroll to the left.
Calling 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. Select Next to view the next name alphabetically in the directory, if necessary.
6. Press OK, or enter the next letter.
7. Select Make Call when you see the name you want.
8. Press OK to dial the call.

Configuring simultaneous ringing for multiple telephones (EC500)

The EC500 feature 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.

1. From the Phone screen, scroll right to access the Features menu.
2. Select EC 500.
3. Press OK to turn simultaneous ringing on or off.

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 on Ringing option enabled, you must press Phone to choose a line or view call options.

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, 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.

Note:
To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes (see Call Settings).

Note:
If the Auto Hold (Communication Manager) 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.

---

**Sending an incoming call directly to voicemail**

Press **To Vmail** to send an incoming call directly to voicemail.

---

**Ignoring an incoming call**

Press **Ignore** to turn off the ringer for an incoming call.

---

**Making a Call**

If you are not on a call, simply dial the number you want to call.

1. Lift the handset, press **Speaker**, or select an available line and press **OK**.
2. Dial the number you want to call.

---

**Clearing a number**

Press **Clear** to erase all dialed digits and enter a new number.

---

**Redialing 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. Press **Call**.
   
   **Note:**
   See Setting Redial Options for information on redial settings.

---

**Calling a person from the Contacts list**

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

---

**Calling 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**.
Muting a Call

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.

1. Press **Mute** during a call so that the other person cannot hear you.
2. Press **Mute** again to unmute the call.

Putting a Call on Hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. Select the line you want to put on hold.
3. Press **Hold**.
   
   **Note:**
   A hold timer may display when you put a call on hold. For more information, see Configuring call timers.
4. Press **Resume** to retrieve the call.

Transferring 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** to transfer the call.

About Forwarding Calls

You can forward your incoming calls to another number or to voicemail. If call forwarding is turned on, a Forwarding icon appears on the top line of your display screen. You can choose from a number of forwarding features, including Send All Calls and Call Forward. Listed below are examples of the most commonly used forwarding features. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available to you, contact your system administrator.

Send all calls

When Send All Calls (SAC) is on, your incoming calls go 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.

1. From the Phone screen, scroll right to access the Features menu.
2. Select SendAllCalls.
3. Press **Yes** or **OK** to turn Send All Calls on or off.
Call Forwarding

The Call Forward feature 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.

1. From the Phone screen, scroll right to access the Features menu.
2. Select CFrdw.
3. Press OK to turn call forwarding on or to turn it off if it is already on.
   
   Note:
   When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.
4. Enter the number you want to forward your calls to.
   
   Note:
   After you enter the forwarding number, you hear a confirmation tone.

Turning off call forwarding

1. From the Phone screen, scroll right to access the Features menu.
2. Select CFrdw.
3. Press Select or OK to turn call forwarding off or to turn it on if it is already off.
   
   Note:
   When you turn off the Call Forwarding feature, you hear a confirmation tone.

About Conference Calls

You can use conference calls to 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.

Setting 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.

Adding 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.
Putting a conference call on hold

1. Press Hold during a conference call.
   
   **Note:**
   When you put a conference call on hold, the other parties can still talk to each other.

2. Press Resume or OK to resume the conference call.

Muting a person on a conference call

You can silence a person on a conference call using the Silence softkey. 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. From the Phone screen, press More > Details during a conference call.
2. Select the person you want to mute.
3. Press Silence.
4. Press Silence again to take the person off mute.

Dropping the last person from a conference call

1. From the Phone screen, select your active call.
2. Press Drop.

Dropping a person from a conference call

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 then Details.
3. Select the person you want to drop.
4. Press Drop.

About 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.

Answering a call on a bridged line

1. Select the bridged call that you want to answer.
   
   **Note:**
   The Aux button label of the bridged line with the incoming call is highlighted and the Aux button LED flashes to help you identify which bridged line is ringing. 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 or press the flashing Aux button.
Joining a call on a bridged line

You can join an existing call on a bridged line.

1. Select the bridged call in progress that you want to join.
2. Press **Bridge**.

Making an outgoing call on a bridged line

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** to get a dial tone.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.

About Contacts

You can save up to 250 names and telephone numbers. For additional information, see **Calling a person from the Contacts list**.

Viewing Contacts details

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details** to see all information available for that contact.

Adding a new contact

You can add up to three numbers for a contact.

1. Press **Contacts**.
2. Press **New**.
3. Enter the name using the dialpad.
   a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   b. Pause before entering the next character if the characters are on the same key.
   c. Enter remaining letters or numbers.
   d. Press **Bksp** to delete the last character.

**Note:**
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.
e. Press **More > Abc** to change between upper and lower case letters or to enter numbers.

f. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.

g. Press **More > Symbols** to enter characters that are not on your dialpad.

h. Select the symbol you want to use.

i. Press **OK** to select the symbol.

j. Press **Clear** to delete all text and start over.

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 - 7. You can add up to two additional numbers for this contact.

9. Press **Save** or **OK**.

---

### Editing a contact

1. Press **Contacts**.

2. Select the contact you want to edit.

3. Press **More > 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**.

---

### Deleting a contact

1. Press **Contacts**.

2. Select the contact you want to delete.

3. Press **More > Delete**.

4. Press **Delete** again to confirm.

   **Note:**
   
   If you press **Cancel** prior to pressing **Delete**, your contact information will not be removed.

---

### About the Call Log

You can use the Call Log to view a list of your missed calls, or separate lists of your answered, outgoing, 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.

---

### Viewing 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.
**Viewing call log details**

1. Press Call Log.
2. Select the number you want to view.
3. Press Details.
4. Press Back to return to the list view.

**Adding 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 name and telephone number, if necessary.
5. Press Save.

**Removing an entry from the call log**

1. Press Call Log.
2. Select the number you want to delete.
4. Press Delete again to confirm, or press Cancel if you do not want to delete it.

**Clearing all entries from the call log**

Clearing all entries from a call log deletes all of the entries. 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.
3. Press More > Clear All to delete all of the entries in the list you are viewing.
4. Press Clear All again or OK to confirm.

**Turning off call logging**

You can turn call logging 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 log.

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 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.
Getting Your Messages

Press the Message button to connect directly to your voicemail system. 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.

Logging into your voicemail

1. To log in to your voicemail, press the Message button.
2. Follow the voice prompts from your voicemail system.

About logging in to your telephone

Logging in and out maintains 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.

Logging in to your telephone

Log in from the initial screen when it prompts you for your extension.

1. Enter your extension.
2. Press Enter or OK.
3. Enter your password.
4. Press Enter or OK.

Logging out of your telephone

1. Press Avaya Menu.
2. Select Log Out.
3. Press Log Out or OK.
4. Press Log Out again to confirm.
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