

# AVAYA

# 9620 IP TELEPHONE QUICK REFERENCE GUIDE





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## SCROLLING AND NAVIGATION

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.

## 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. The menu choices you see depend on whether or not your administrator has set up Web (WML) applications for your phone.

When no Web applications are set up and the administrator has not customized the menu options, the Avaya Menu has five sub-menus:

- > Options & Settings
- > Browser
- > Network Information
- > Log Out
- > About Avaya one-X

When Web applications are set up and the administrator has customized the menu options, the Avaya Menu has:

- > at least one WML application
- > a Phone Settings option containing a sub-menu of the same options and settings available on the regular (non-WML) Avaya Menu

The WML-based Avaya Menu may also have:

- > a Browser option
- > a Network Information option
- > Log Out
- > About Avaya one-X

Options & Settings 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.

## **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, 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**.

### **Making a Call**

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

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### 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.

## CONFERENCE CALLS

### 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.

### Dropping a person from a conference call

1. From the Phone screen, select your active call.
2. Press **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

## FEATURES

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

### Accessing the Features menu

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

### Send all calls

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

## CONTACTS

### 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**.

### Adding a new 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.
  - 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.

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- 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 telephone number.
  6. 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**.

## CALL LOG

### 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**.

### 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**



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