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

- 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

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

Send all calls

- 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.
 - 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.
- Use the dialpad and softkeys to make changes to the contact information.
- 6. Press Save or OK.

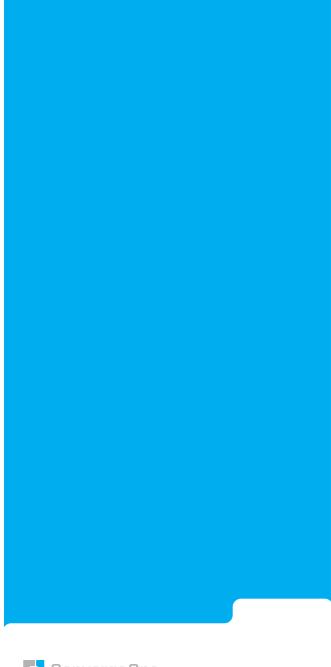
CALL LOG

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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