

# AVAYA

# 9650 IP TELEPHONE QUICK REFERENCE GUIDE





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## APPLICATION BUTTONS, NAVIGATION, AND SOFTKEYS

The display screen has three application lines that you use to view and manage your calls, your contacts, your call log, and your options and settings.

- > Press the Phone button to view your calls.
- > Press the Contacts button to view your Contacts list.
- > Press the Call Log button to see a list of your most recent incoming and outgoing calls.

At any time, one of the application lines is highlighted - with white text on a black background. This is the *selected* line. Use the Up and Down arrows on the navigation keys to select a line by scrolling to it.

The four *softkey* labels at the bottom of the screen go with the *softkeys* directly below the screen. They show the available actions *for the selected line*. Pressing a softkey carries out the action shown on the softkey label.

The **OK** button is another shortcut that carries out the default action on the selected line. For example, when you select (highlight) an entry in your Contacts list, pressing **OK** places a call to that person.

## ABOUT AUX BUTTONS

Your phone has two rows of extra, auxiliary buttons, or *Aux buttons* below the softkeys. You can use the Aux buttons for call management, speed dial buttons, or features. The Aux buttons go with the *Aux button labels* on the bottom two rows of the screen. The Aux button labels show the function of each of the Aux buttons.

There are two sets, or pages, of Aux buttons. Use the **Aux Shift** button, located to the right of the Aux button labels, to switch between the two pages of Aux buttons.

The particular features available on your Aux buttons depend on how your system administrator has set up your phone. For example, in addition to bridged extensions on your Aux buttons, your administrator may also assign frequently-used features like Send All Calls, Directory/Next/Make Call, or Call Forwarding to Aux buttons.



Each Aux button has an LED, which is illuminated if a call appearance or feature assigned to that button is active. The **Aux Shift** button also has an LED, which is illuminated if there is a call on one of the Aux buttons on the alternate, “hidden” page.

## AUX BUTTONS AND BRIDGED LINES

Aux buttons are particularly useful for monitoring and managing other extensions, for example, for answering your boss’s calls. Other people’s extensions that you manage from your phone are called *bridged lines*. If an Aux button has a bridged line associated with it, pressing the Aux button is the same as selecting the line directly and pressing the line button.

Whenever you need to access a bridged line just press the corresponding Aux button.

- > If a line is on Hold, pressing the **Aux** button resumes the call.
- > If a line is ringing, pressing the **Aux** button answers the call.
- > If your boss or someone else for whom you have a bridged extension is on the line (Aux button LED is lighted), you can press that Aux button to join the call. For example, when the bridged extension is in use, and you get an incoming call to that same line, you can conference the caller into the existing call.

The icon on the **Aux** button label for a bridged call appearance shows the status of that call appearance. An idle call icon  means that there is no current call on that line. An in-use icon  means that the owner of the line is using it.

## USING THE PHONE BUTTON TO GET TO YOUR OWN LINES

If a bridged call appearance is selected, pressing the **Phone** button displays your own lines. This is useful whenever you are viewing a bridged line and need to get to your own line, for example, to answer an incoming call on it.

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## ABOUT ANSWERING AND MAKING A CALL

### Answering a Call to your Extension

Answer an incoming call in one of the following ways:

- > **If you are not on another call**, lift the handset, or press the line button next to the incoming call, 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, press the **Phone** button to move to the top of your call appearance list to answer your primary line and/or scroll to the line with the incoming call and press **Answer** or **OK**. You can also, press the line button next to the incoming call to answer.

### Answering a Call to a Bridged Extension

1. If an Aux button is flashing, press that button or press the **Answer** softkey.
2. If the **Aux Shift** button is lit, the incoming call is on the “hidden” page of **Aux** buttons. Press Aux Shift to view the hidden page, then press the flashing Aux button of the incoming call.

### Making a Call

1. Lift the handset or press **Speaker**.
2. Select the call appearance you want to deal with and use the softkeys, or the line button or press **OK**. If you have more than three call appearances, for example, if you use bridged appearances to monitor you boss’s extension, use the **Aux** buttons to get to the line you want.
3. Dial the number you want to call.

### Transferring a Call

1. If the line you want is not already highlighted, select the call you want to transfer by pressing the line button or **Aux** button or by scrolling to the call.
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 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. If it is not highlighted, press the line button or Aux button or scroll to it.
2. Press **Conf**.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** or the line button or the **Aux** button or **OK** 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**.

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## ABOUT CONTACTS

Press **Contacts**  to show the Contacts screen.

### 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.
  - 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**.

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## ABOUT THE CALL LOG

Press **Call Log** (☰) to show the Call Log screen.

### 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**.

## ABOUT THE AVAYA MENU

You can use the Avaya Menu to adjust and customize options and settings for your telephone, to access additional Web-based applications, to get information about your phone settings or network settings, and to log out. The menu choices you see when you press the **Menu** button depend on whether or not your administrator has set up Web (WML) applications for your phone.

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**.

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If you require further information or instruction, please contact ConvergeOne at 212-282-2222 or [csd@convergeone.com](mailto:csd@convergeone.com)



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