
Scrolling and Navigation

To switch between call appearances and features, use the Features button or Phone button in the upper right of the Phone screen to switch between call appearances and features. Touch Features to move from the Phone screen to the Features list, or touch Phone to move from the Features list to the Phone screen. If you have a Busy indicator or Autodial buttons administered on your phone, you can touch **More** on the Features list to see these buttons.

When a list item has a "Details" button (a blue right-facing arrow), touching it shows 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 act on objects such as a line or softkey by touching them or by touching the on-screen softkey labels. Softkey labels change according to the context. For example, touch a contact to place a call to that person, 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.

The Home Screen

Press the Home button under the display to access the Home screen. The Home screen has icons that let you access your telephone's options and settings to adjust or customize them, view your phone and network settings, use Favorite buttons, clean the screen, access your calendar (if available), and log out.

You can set up speed dial icons and Favorites to appear on your Home screen. Your administrator may make other Web-based applications available on your Home screen, for example, a corporate directory or support page. To invoke any application you see on the Home screen, touch its icon. If you have designated more than nine Favorites, or your administrator has enabled more than eight total WML and Avaya-provided applications, you have a second page for your Home screen. Touch the scroll bar on the right side of the Home screen to view the next page.

See [Options & Settings](#) for more information.

If you have a Calendar application, you can review appointments and reminders. See [Integrating other applications with your phone](#) to set up your calendar preferences and [Using the Calendar](#) for information on working with this feature.

The exact content of your Home screen depends on how your administrator has set up your system but it always includes Settings, which displays a menu that lets you change your call settings, the language in which information displays on the screen, the way your screen looks and sounds, clean your screen, log your phone out, and more.

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** to answer using the speakerphone, or press **Headset** to answer using the headset.

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.

Making an emergency call

You do not have to be logged in to make an emergency call. If emergency calling was set up by your system administrator, the Phone screen has an Emergency softkey to immediately connect you with a preset emergency services number.

Important:

During telephone failover (switching between telephone system servers during a system failure) the Emergency softkey may not be available until your telephone is connected with an alternate server, usually within several seconds.

1. Touch the **Emerg.** softkey. If you do not see an **Emerg.** softkey, pick up the handset or press the **Phone** button, then touch the **Emerg.** softkey.
2. If the telephone prompts "Do you want to make an emergency call?" touch the **Yes** softkey. Some phone systems will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker and displays "Emergency Call in Progress".
3. To end the emergency call, touch the **End Call** softkey or press the **Speaker** button.

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**.
3. Touch **Resume** or the call appearance of the held call to retrieve the call. Your system administrator may have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

Transferring a Call

1. From the Phone screen, with the call you want to transfer active, touch **Transfer**.
2. Dial the number to which you want to transfer the call.
3. Touch **Complete** to transfer the call. For an attended transfer, answer the call, then touch **Complete**. For an unattended transfer, press **Complete** without answering 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 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.

About Features

In addition to the Features menu, your administrator may also place selected features on softkeys on the call appearance (Phone) screen. Frequently used features can also be set up on the Quick Touch panel, if the panel is activated. 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, touch the **Features** button at the upper right corner to view the Features menu. If you don't see a Features button, scroll right to display the Features menu.

Send All Calls

Touch **Send All** or touch **Forward** to access the main Forwarding menu, 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.

Searching for a contact

1. Press **Contacts**.
2. With the phone on-hook, use the dialpad to start typing the name for which you want to search.
3. When you see the contact you want:
 - Touch the contact's phone number to dial the person, or
 - Touch the **Details** button next to the contact's phone number to select a different phone number for or see detail information about this contact.

Extended searching

1. Press **Contacts**.
2. Touch **Search**.
3. Use the or the on-screen keyboard to enter all or part of the first and last name of the person you want to call.
4. If you are using the on-screen keyboard, touch the checkmark to start the search. Otherwise, touch **Search** to start the search.
5. If the search displays the name and number of the person you want, select the line on which that person appears and press the appropriate softkey: touch the line on which that person appears, then touch the appropriate softkey:
 - **Call** to dial that person's number.
 - **Details** to see detail information on this person.
 - **+Contacts** to add this person to your Contacts list.
 - **Cancel** to return to the Search screen.
6. If the search does not locate the person you want, touch **Cancel** and use this procedure to perform a different search. For example, if you entered a partial first and/or last name, enter the name in its entirety and search again.

Calling a person from the contacts list

1. Press the **Contacts** button.
2. Locate the contact you want by starting to type the person's name as it is listed.
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 for the contact, then touch the desired number.

Adding a new contact

1. Press **Contacts**.
2. Touch **New**.
3. Enter the name using the keyboard.
4. Touch the **check mark** or **Next** button.
5. Enter the primary telephone number using the keyboard. The primary number is the first number entered and the one that will always display on the Contacts list without having to go into contact details.
6. Touch the **check mark** to indicate you are 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 that line and edit the entry following Step 3.
 - To change the number, touch that line and edit the entry.
 - Touch a blank line to add another number using the on-screen keyboard, then touch the applicable icon representing the type of number (mobile, work, home, or track presence). Repeat this step if you want to add a third number for the new contact. If you are entering information to track this contact's presence, provide a value that represents the extension number, or an "at" @ symbol, and the company name, for example,

21234@avaya.com. You can then determine the contact's presence based on presence icons that appear next to this person's name/number.

- Touch **Cancel** to return to the Contacts list without saving the new contact information.
 - Touch **Primary** to change the primary number.
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 **+** to add another number for the contact or touch **Edit** to edit the name or any of the numbers.
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 onscreen keyboard to make changes to the contact information.
7. To change other contact information, repeat Steps 5 through 7.
8. When you finish changing contact information, 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.
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 it to dial the corresponding number.

Adding an entry from the call history to your contacts list

1. Press **History** button.
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 **Save**.

Changing the display language

1. Press **Home**.
2. Touch Settings.
3. Touch Options & Settings.
4. Touch Language & Region.
5. On the Language & Region menu, touch Language.
6. Touch the language to which you want to change.
7. Touch **Yes** to confirm the selected language or **Noto** return to the language list without changing the language.

Setting up favorites

You can create a list of up to nine favorite contacts or features for quick access. The contacts and/or features on your favorites list display as you scroll past your last call appearance.

1. Press **Home**.
2. Touch Settings.

3. Touch Options & Settings.
4. Touch Assign Favorite Entries....
5. To add a favorite contact, select an assignment line and touch the **Contacts** softkey. To add a favorite feature, select an assignment line and touch the **Features** softkey.
6. If you are assigning a favorite contact, select the telephone number you want to use to call this favorite person.

To call a favorite contact or access a favorite feature, scroll down through your call appearances. When the favorite contact or feature displays, touch the line on which it appears. Then touch the applicable softkey to call the person or activate the feature.

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.

16-603601
Issue 2
May 2011



Avaya one-X™ Deskphone SIP 9621G/9641G Quick Reference

