



Avaya 9400 Series Digital Deskphone - User Guide for Integral Enterprise

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Chapter 1: Overview

Introduction

This user guide is written for the Avaya 9400 Series telephones.

The Avaya 9400 Series telephones are multiline two-wire digital telephones for use with the Avaya Integral Enterprise switch. There two variants in the series are, the Avaya 9404 telephone and the Avaya 9408 telephone.

These telephones put convenient features and capabilities at your fingertips, including a display to view and manage your calls, a contacts list, call history, a menu of options and settings to customize your telephone, and access to your voice mail.

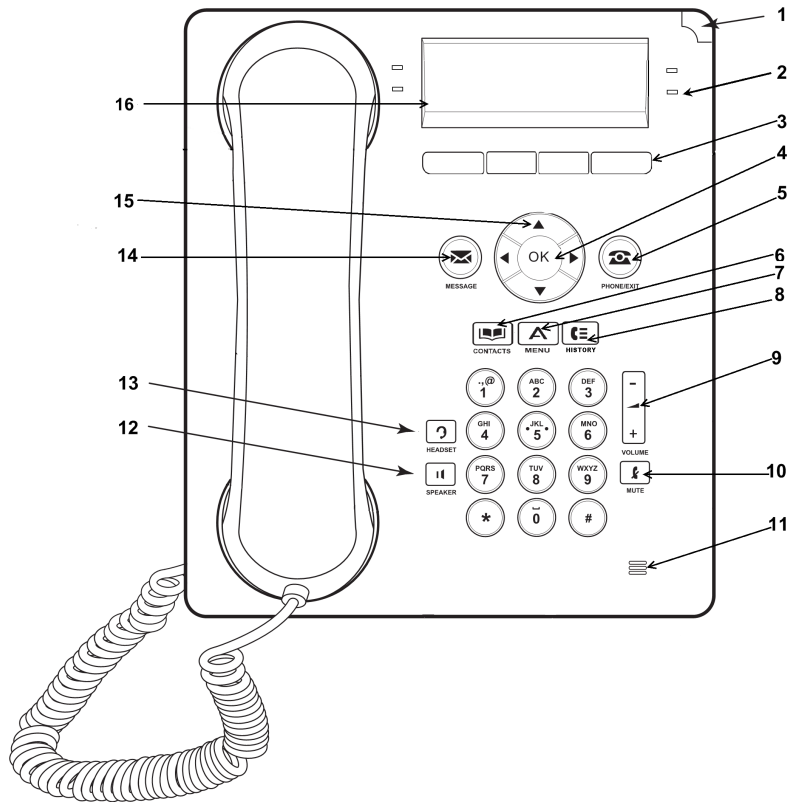
All features described in this user guide may not be available on your telephone. If you find that a feature is not available, contact your system administrator.

 **Note:**

Descriptions of the optional features are marked with an asterisk (*) symbol in the title.

Buttons and features of the Avaya 9400 Series telephones

Avaya 9404 telephone



Avaya 9408 telephone

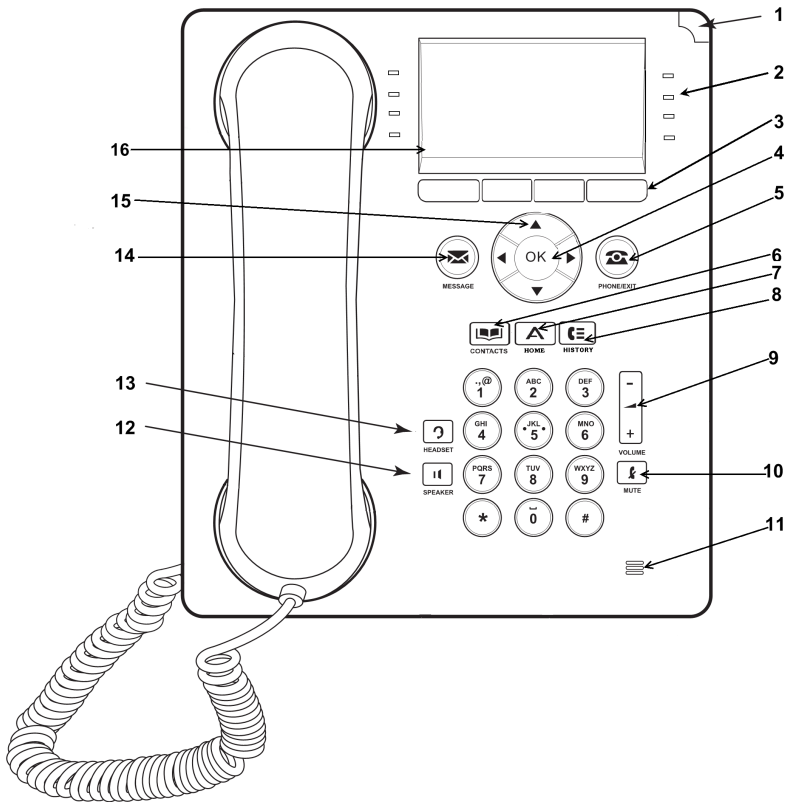


Table 1: Buttons and features on the Avaya 9400 Series telephones

| No. | Name of button or feature | Description |
|-----|---|---|
| 1 | Call/Message Waiting Indicator | An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. This light flashes when you receive an incoming call. |
| 2 | Function keys / Destination keys / Partner keys | <p>The softkeys are buttons on the telephones that can be programmed as either of the following:</p> <ul style="list-style-type: none"> • Function keys that have a specific function from the menu assigned to them. • Destination keys that have special destination numbers assigned to them. • Partner keys that let you know the call status of your partner's telephones, whether busy, calling or available. Partners are special destinations setup within your group by your administrator. <p>There are four softkeys on the Avaya 9404 telephone and eight softkeys on the Avaya 9408 telephone that can be programmed as either function keys, destination keys or partner keys.</p> |

| No. | Name of button or feature | Description |
|-----|---------------------------|--|
| | | Press a Destination Key or a Partner key to make or answer a call or resume a call on hold. When you program a call number on a key, you can simply press the key to dial the destination. Press a labeled function key to enable or disable that function. The function keys provide access to the Avaya call management system features that have been administered for your extension. The green LED next to each function key button indicates if the feature is currently on or off. If the light is on, the feature is on. |
| 3 | Softkeys | Press the softkeys to select the softkey labels. The softkey labels indicate the action that each softkey produces. The labels and the actions vary depending on the object that you select. |
| 4 | OK | Press the OK button for a shortcut to an action. For example, select an entry from your call history and press OK to dial the number. |
| 5 | Phone/Exit | Press the Phone/Exit button to view and manage your calls. For example, if you are viewing a menu, pressing the Phone/Exit button takes the telephone display back to the home screen. |
| 6 | Contacts | Press the Contacts button to view the entries in your Contacts list. |
| 7 | Avaya Home | Press the Home button to gain access to the Avaya menu. The Avaya menu provides options that you can use to customize telephone settings, configure call logging, select the display language, and verify the telephone operation. |
| 8 | History | Press the History button to view a list of your missed calls. The icon on the History button lights up when you have missed calls. |
| 9 | Volume | Press + or - on the Volume button while active on the handset, headset or speaker to adjust the volume of the speaker or ringer. |
| 10 | Mute | Press the Mute button to mute a call in progress or reactivate a muted call. |
| 11 | Microphone | The omnidirectional microphone sends and receives signals from all directions. |
| 12 | Speaker | Press the Speaker button to use the speakerphone. To take a call off speakerphone, lift the handset. |
| 13 | Headset | Press the Headset button to use the headset if it is connected. For wired headsets, only HIC headset cords are compatible with your Avaya 9404/9408 telephone. |

| No. | Name of button or feature | Description |
|-----|---------------------------|--|
| 14 | Message | Press the Message button to connect directly to your voicemail system. |
| 15 | Navigation Arrows | Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, or to turn an option on or off. |
| 16 | Telephone Display | There are four rows in the Avaya 9404 telephone and eight rows in the Avaya 9408 telephone display. The top row shows the extension number, user name and the time and date. The middle two rows in the 9404 telephone display and the middle six rows in the 9408 telephone display provide application-specific information. The second and the third rows in both telephone displays provide the name of the current application, for example, Contacts, and a prompt line that provides context-sensitive prompts, explanations, or help for the current application. The bottom line displays the softkey labels. |

Basic menu overview

The following table contains an overview of the basic menu structure of the Avaya 9400 Series telephones connected to the Integral Enterprise system. The table shows the first three menu levels. The menu structure shown here may differ from the actual menu structure on your telephone. Deviations from the menu shown here may arise due to the features used and the accessories in use.

The telephone displays the additional menu options only if the Service department or the administrator enables access for you to program the corresponding functions.

The functions available are subscriber names, substitute terms, classes of service, system times, call bar groups, call bar numbers, software lock, auto. Night service, forwarding variants, gate stations, assignment control, call charge functions, paper format, call charge display, call charge threshold, call charge factor, and second call barring.

Table 2: Options available in the menu

| Menu item in basic menu | One level lower | Two levels lower |
|-------------------------|-----------------|------------------|
| Call diversion | to | |
| | to | |

| Menu item in basic menu | One level lower | Two levels lower |
|-------------------------|--|------------------|
| | on busy | |
| | Ex. aft. time | |
| | Int. after time | |
| | Double call | |
| | Automatic 1 | |
| | Automatic 2 | |
| | Set automatic | to |
| | | StartTime 1 |
| | | StopTime 1 |
| | | Weekday 1 |
| | | to |
| | | StartTime 2 |
| | | StopTime 2 |
| | | Weekday 2 |
| Call diversion key 1 | Number: | |
| Call diversion key 2 | Number: | |
| Partner diversion | Partner diversion from my Phone Partner diversion to my Phone Partner diversion from/to others Set deputy key Set/delete Partner diversion Partner diversion key 1 Partner diversion key 2 | |
| Appointments | Appointment data (only if appointment entered) | |
| | Enter new appointment | Time 00:00 |
| | | Date XX.XX.XX |
| | | Text |
| | | Call no. |
| Appointments | | |
| Charges | Charge display for last call | |
| | ... for next-to-last call | |

| Menu item in basic menu | One level lower | Two levels lower |
|-------------------------|--|------------------|
| | ... for third-last call | |
| | ... for fourth-last call | |
| | Total call charg | |
| | Charges | |
| | Charge displ. | |
| | Delete single counter | |
| Lock | Lock telephone | |
| | Change PIN | Old PIN |
| | | New PIN |
| | | Re-enter PIN |
| | | Save PIN |
| | Automatic locking | |
| Lock at 00:00 | | |
| Time zones | Current time zones | |
| Settings | <i>The settings menu is shown in the following table separately.</i> | |

Settings menu overview

The following table contains an overview of the menu structure for settings of the Avaya 9404/9408 telephone. The table lists the three menu levels and the appropriate settings submenu.

Table 3: Options available in the Settings menu

| Menu item in Settings menu | One menu level lower | Two menu levels lower |
|----------------------------|----------------------|-----------------------|
| Display/Acoustics | Second call | |
| | Do not disturb | Ringing tone |
| | | Signal tone |
| | | VIP ringing tone |
| Set acoustics | Handset | |

| Menu item in Settings menu | One menu level lower | Two menu levels lower |
|----------------------------|----------------------|---|
| | | Loudspeaker |
| | | Ringing tone |
| | | Alerting tone |
| | | Signal tone |
| | | Headset volume |
| | | Select Ringer melody... |
| | Set contrast | |
| | Set brightness | |
| | Switch language | <i>The number and variety of languages depends on the software image loaded in the telephone.</i> |
| | Set handsfree | |
| | Set own call number | Name |
| | | Call no. |
| | Display date/time | |
| | Time / Partner / DSS | |
| | Recogn. partial nos. | |
| Set idle screen | | |
| Preview Partner call | | |
| Keys | Set destination keys | Set new destination |
| | | Edit destination key |
| | | Delete destination key |
| | Set functions keys | <i>All possible functions are listed.</i> |
| | Set macro function | Call diversion 1 |
| | | Call diversion 2 |
| | | Call pick-up 1 |
| | | Call pick-up 2 |
| | | Going |
| | | Coming |
| Display key assignment | | |
| Key beep | | |

| Menu item in Settings menu | One menu level lower | Two menu levels lower | |
|----------------------------|----------------------|--|---------------|
| Dial settings | Anonymous call | | |
| | DTMF duration | | |
| | Direct dial | Direct dest. dial | |
| | | Direct digit dial | |
| Refer-back dest | | | |
| Applications | Part of group line | | |
| | Partner | Adapt my partners | |
| | | Set/delete partner diversion | |
| | | Adopt partner group size | |
| | CC user function | | |
| | Answer call | CSTA answer call Handsfree AB Handset On/Off | |
| | DSS direct call | Set DSS direct call dest | |
| | | Ed. DSS direct call dest | |
| | | Del. DSS direct call dest. | |
| | Security | Save data | Save data at: |
| Save data locally | | | |
| Save data centrally | | | |
| Save centrally | | | |
| Set emergency numbers | | Emergency destin. SOS 1 | |
| | | ... | |
| | | Emergency destinations. SOS 8 (9408) or 10 (9408) | |
| Relocate telephone | | | |
| Info/Service | Info | HW type, Refer. no, Bootstrap, Software, Load date, Protocol, Serial no. | |
| | Tone ringing | <i>sounding</i> | |
| | Display | <i>test procedure</i> | |
| | Set contrast | | |
| | Set brightness | | |

| Menu item in Settings menu | One menu level lower | Two menu levels lower |
|----------------------------|----------------------|---|
| | Test LED | <i>Tests all LEDs by turning them on.</i> |
| | Keypad | Press key |
| | Speech path | Handset |
| | | Monitoring |
| | Test memory | <i>Shows result</i> |
| VIP | PIN | Send VIP functions |
| | | Recv. VIP |
| | | Set VIP partner |
| Remote Headset | | |
| Display call list | | |

About LEDs

Each function, partner, or destination key has two light-emitting diodes (LEDs), a green and a red, to indicate the status of the function or partner. The status is identified by whether the LED is on, off, or blinking, as described in the following tables.

 **Note:**

The LEDs for the keys that are assigned to destinations are always off.

Table 4: Function key LEDs

| LED | Description |
|------------|---|
| Steady red | Function is active, for example, call diversion is set to on. |
| Off | Function is not active. |

Table 5: Partner key LEDs

| LED | Description |
|------------------------|--|
| Steady green | Partner has set partner diversion. |
| Blinking red very fast | Partner receives two calls in parallel (50 milliseconds on, 50 milliseconds off) |
| Blinking red slowly | Partner receives an external call. |

| LED | Description |
|-------------------|--|
| Blinking red fast | Partner receives a call either in idle state or while on a call (200 milliseconds on, 50 milliseconds off) |
| Steady red | Partner is on a call. |

About this manual

Descriptions of optional features are marked with an asterisk in the title. For more information about the optional features, see your system administrator.

All the descriptions in this user guide assume a standard assignment of the function keys. If you reassign the function keys, the procedures may change from those provided in this guide.

Chapter 2: Making calls

Introduction to making calls

Use the procedures provided in this chapter to make calls from your Avaya 9404/9408 telephone.

To make a call, you can either dial the number and then lift the handset, or lift the handset and then dial the number. Both orders are correct. However, if you lift the handset first and then dial the number, you will not be able to correct a dialing error.

Calling an internal number

-
1. Enter the number that you want to dial.

You can use the **BkSp** softkey to edit the number.

If the Direct dial feature is enabled, the number is dialed immediately and you cannot correct input errors.

2. Lift the handset.
-

Calling an external number

-
1. Enter the external line code. For example, 0.
 2. Enter the number you want to call.
 3. Lift the handset.
-

Calling with a destination key

-
1. Press the destination key for the desired subscriber.
 2. Lift the handset.
-

Making a call using call history

-
1. Press the **History** button.
 2. To select the appropriate list, press the **left** or **right** arrow button as required.
 3. Select the number that you want to dial.
 4. Lift the handset.
-

Related topics:

[Introduction to the Call History feature](#) on page 47

Making a call using a phone book entry

-
1. Press the **Phone book/Contacts** button.
 2. Select the entry you want to dial.



Note:

To reach the entry more quickly, you can also enter one or more of the first letters of the name.

3. Lift the handset.
-

Related topics:

[Introduction to the phone book](#) on page 51

Calling a person from a central phone book entry *

-
1. Press the **Phone book/Contacts** button.
 2. Press the **Main** softkey.
 3. Enter one or more of the first letters of the name.
 4. Select the entry you want to dial.
 5. Lift the handset.
-

Related topics:

[Introduction to the phone book](#) on page 51

Calling using the speakerphone

Using the Handsfree feature, you can hear the person you are talking to on the loudspeaker. Using the Handsfree feature, you can speak through the built-in microphone of the telephone in place of the handset.

You can use the **Speaker** button to activate the Handsfree feature.

-
1. Enter the number you want to call.
 2. Press the **Speaker** button.
 3. To adjust the volume, press **+** or **-** on the **Volume** button.
 4. To continue the call using the handset, lift the handset. To return to the speakerphone, press the **Speaker** button once more.
 5. To end the call, press the **Speaker** button.
-

Requesting automatic callback

If an internal telephone number you dialed is busy or unanswered, use this procedure to request automatic callback. Your telephone system can call you back when the number is no longer busy.

In case of external calls, the automatic callback option is only available if the network provider and the system connection support it.

-
1. Press the **Callback** softkey.
 2. Replace the handset.
Your telephone system calls you back as soon as the called number is free.
 3. Lift the handset at the ringing tone.
Your telephone system calls the dialled call number again.
 4. To delete the automatic callback again:
 - a. Press the **Callback** softkey.
 - b. Select the desired callback request.
 - c. Press the **Details** softkey.
 - d. Press the **Delete** softkey.
-

Requesting automatic redialing

If the telephone number you dialed is busy, you can select the **Auto redial** menu option to dial the busy number automatically every 30 seconds.

-
1. Select **Auto redial**.
 2. Press the **OK** button.
The LCD screen shows the status information **Redial repeat every 30 s**.
 3. Replace the handset, if you have lifted it.
Automatic redial stops if you press any button or lift the handset. After you have finished, the system displays a prompt *Continue redial ?*.
-

Joining another call (cut-in)*

When you make a call to an internal extension and find that the user is already on another call, you can use this feature to join the call.

This feature may not be available. Your system administrator must configure it for your extension as well as for the extension of the other person. Contact your system administrator for more information.

-
1. Select the **Cut-in** menu item.
Each person on the call hears a cut-in tone as you join the call.
 2. To disconnect from the call, select **Cut-in** and press the **Drop** softkey, or replace the handset.
-

Chapter 3: Handling calls

Introduction to handling calls

When you receive an incoming call, your telephone rings, the Call LED flashes, and the call is indicated in the display.

You can lift the handset or use the **Speaker** button and talk with the handset on-hook. You are also able to answer an incoming call ringing at another telephone in your telephone system, or put an incoming call on hold until you are able to answer the call.

Internal and external calls have different ringing tones.

Answering a call

To answer a call, lift the handset or press the **Speaker** button to use the speakerphone.

Answering a call ringing at another phone

-
1. Enter the number of the ringing telephone with your handset on-hook. The display shows the status message **Pick-up**.
 2. Select **Pick-up** and wait until the call is signalled at your phone.
 3. Lift the handset.
You can also set up a macro to pick up calls for a particular telephone. With a macro, you can press a single key to answer calls ringing at that telephone.

You can also pick up calls by entering a code, if your telephone system is administered for the pick-up function. See your system administrator for more information.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 34

Placing a call on hold

You can put an active call on hold or an incoming call that you have not yet answered. When you put an incoming call on hold, the ringing tone is turned off and the call LED continues to flash. Putting an incoming call on hold is useful when you are performing another task, such as editing a phone book entry that you want to complete before you answer the call.

-
1. To place your current call on hold, press the **Refbck** softkey. When you press the **Refbck** softkey, the active call goes on hold and you can call another subscriber.
 2. To resume the call on hold, press the **Drop** softkey.
-

Muting a call

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

Deactivating your telephone display

You might not want the name or number of the person with whom you are talking to appear in your telephone display. Use this procedure to deactivate display of the caller name and number.

-
1. Press the **Display** softkey.
The display is deactivated and the call number is not stored in all the call log lists.
 2. To reactive the display, press **Display** again.
-

Result

Note:

When you deactivate your telephone display, the call number is not stored in the call log.

Transferring a call

-
1. Make a call.
 2. Press the **Refbck** softkey.
Your first call is put on hold.
 3. Dial the appropriate telephone number.
 4. When the party answers, announce the call.
If the party does not answer, press the **Drop** softkey to return to the call on hold.
 5. Press the **Transfer** softkey again or hang up.
-

Answering an additional call

Use this procedure to answer an incoming call while on another call. But first activate the **Second call** feature on your telephone.

-
1. While on a call, select the number or name of the second call in the display.
 2. Press the **OK** button.
You can now talk to the second call while the first call is on hold.



Note:

To end the second call instead of placing it on hold, press the **Drop** softkey.

Turning second incoming call on or off

During a call, you can deactivate an additional (second) call if you do not want to answer it.

-
1. Select **Second call** (function key) in the display.
 2. Press the function key **Second call On/Off**.
 3. To activate the second call again, select **Avaya Home > Settings > Display/Acoustics > Second call** and change the setting with the **On/Off** softkey.
-

Referring back during a call

Use this procedure to make a consultation call while on a call.

-
1. Select **Refback** softkey.
Your first call is put on hold.
 2. Enter the call number of the person you want to consult.
 3. If the second call is not answered, you can return to the first by pressing the **Drop** softkey.
-

Chapter 4: Call diversion

Introduction to call diversion

You can divert your calls to someone else.

You can perform several types of call diversion:

- To: Unconditional diversion to first destination
- To: Unconditional diversion to alternative destination
- On busy: Diversion to destination only when you are busy
- Ex.aft.time : Destination for delayed call diversion (after time) only for external calls *..
- Int.aft.time: Destination for delayed call diversion (after time) only for internal calls *.
- Double call: You set up your telephone so that another telephone rings together with it at the same time *.

* You need special authorization to use this feature. Contact your system administrator.

If you activate delayed call diversion, you can decide to answer a call yourself or divert it after a certain time.

A particularly convenient way to set up a call diversion is to use a macro. You can then enable or disable this call diversion by pressing a single key.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 34

Diverting calls

To divert your calls:

-
1. Press the **Avaya Home** button.
 2. Select **Call diversion**.
 3. Press the **OK** button.

4. Select the appropriate kind of diversion.
5. Enter the number you want to call.
6. Press the **OK** button.
The status information **DIV to call number** appears in the display and the LED lights up.
7. To withdraw the diversion, select the appropriate status information and press the **OK** button twice.

Related topics:

[Diverting calls to voicemail](#) on page 55

Automatic call diversion *

You can set call diversion in advance for a certain time slot and control it by times and weekdays.

 **Note:**

You need appropriate authorization for this feature. Contact your system administrator.

You can program two alternative destination numbers with different time slots. Automatic call diversion can override a call diversion that you set up manually.

Once the automatic call diversion is finished, the manual call diversion becomes active again.

You cannot control Call diversion on busy, Delayed call diversion and Double Call using time slots.

First you have to define the time slot by **Start time**, **Stop time** and **weekday**. You can then activate or deactivate it.

Defining automatic call diversion *

Use this procedure to define the call number, time slot and weekdays, when you want all your calls diverted automatically.

-
1. Press the **Avaya Home** button.
 2. Select **Call diversion** .

3. Press the **OK** button.
 4. Select **Automatic 1**.
 5. Press the **OK** button.
 6. Enter the number you want to call.
 7. Select **Start time**.
 8. Enter the time in hours and minutes.
 9. Select **Stop time**.
 10. Enter the time in hour and minutes.
 11. Select the weekday.
 12. Press the **OK** button.
 13. Select the appropriate pattern, for instance **Mo-Fr**.
If you scroll down, you can also set the properties for the second automatic call diversion.
 14. Press the **Save** softkey.
-

Diverting calls automatically *

Use this procedure to automatically divert your incoming calls according to the time slot, weekday, and call number you have defined.

-
1. Press the **Avaya Home** button.
 2. Select **Call diversion**.
 3. Press the **OK** button.
 4. Select **Automatic 1** or **Automatic 2**.
 5. Press the **OK** button.
The status message **DIV to call number** appears in the display.
 6. To withdraw the diversion, select the appropriate status information and press the **OK button**.
-

Setting up a macro (diversion and pick-up)

You can assign multi-step macro functions to your telephone's function keys. The multi-step macro functions are applicable only to the Avaya 9408 telephone. This means that you can, for example, activate and deactivate a fixed call diversion by pressing a single key. If you assign a partner diversion to a function key, you can activate a partner diversion or switch between two fixed diversion destinations by pressing a single key.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Set macro function**.
 7. Press the **OK** button.
 8. Select the macro function you want to assign to the key.
 - **Call diversion 1** or
 - **Call diversion 2** or
 - **Call pick-up 1** or
 - **Call pick-up 2**
 9. Press the **OK** button.
 10. Enter the phone number, to which you want to divert calls (call diversion) or from which you want to pick-up calls on your telephone (pick-up).
 11. Press the **Assign** softkey.
 12. Press the key to which you want to assign the macro function. You can now see the function or call number previously assigned to the key.
 13. Press the **Save** softkey.

Related topics:

[Answering a call ringing at another phone](#) on page 27

[Introduction to call diversion](#) on page 31

[Diverting your calls to a partner](#) on page 61

[Diverting partner calls to your telephone](#) on page 62

[Diverting partner calls to partners, extended *](#) on page 64

[Setting the deputy key *](#) on page 65

Chapter 5: Follow-me

Introduction to follow-me *

Use the follow-me function when you visit several colleagues one after the other and do not want to miss any call. You can use the telephones of your colleagues to set up or change the call diversion on your telephone, however you need to set up this function on your own telephone first.

This function allows you to use other telephones to set up or change the call diversion on your telephone.

You need to prepare this function on your own telephone first.

To prepare, activate, and switch off the follow-me function, you need to use particular codes. You use the first code on your own telephone first, and the second code on the other telephones.

Contact your system administrator for the appropriate codes.

Preparing follow-me on your own telephone

-
1. Lift the handset.
 2. Press the asterisk * .
 3. Enter the first code.
 4. Replace the handset.
-

Activating follow-me on another telephone

When you arrive at the other telephone, activate the prepared follow-me function to divert your incoming calls to this telephone.

-
1. Lift the handset.
 2. Press asterisk (*).
 3. Enter the second code.
 4. Dial your own call number.
 5. Replace the handset.
-

Switching off follow-me on your own telephone

When you are back at your own telephone, switch off the follow-me function.

-
1. Lift the handset.
 2. Press hash (#).
 3. Enter the first code.
 4. Replace the handset.
-

Switching off follow-me on another telephone

If you do not want to return to your own telephone, you can switch off the follow me function on another telephone.

-
1. Lift the handset.
 2. Press hash (#).

3. Enter the second code.
 4. Dial your own call number.
 5. Replace the handset.
-

Follow-me

Chapter 6: Three-party conference

Introduction to conference calls

You can use a three-party conference call to speak with two people at different locations on the same call. If the Multiple Conference feature is enabled in your telephone system, you can include up to seven people in the conference call.

A conference between a call waiting (second call) and the first talking party is not possible.

Related topics:

[Introduction to multiple conference calls](#) on page 43

Making a conference call

1. While active on a call, press the **Conference with ...** softkey.
2. Enter the telephone number of the additional participant or use the phone book/destination key.
3. When the additional participant answers, start the conference.
4. If the additional participant does not answer, press the **Drop** softkey to return to the first call.

 **Note:**

If you use the **new call to ...** menu item to call the additional participant, you can first talk to the participant privately while the first caller is on hold. Then use the **Conference with ...** softkey to connect all participants.

Ending the conference call

To end a conference call:

—————
Press the **Drop** softkey.
—————

Chapter 7: Multiple conference *

Introduction to multiple conference calls

If the Multiple conference feature is enabled for your extension, you can include up to seven people in a conference call. Otherwise, you can use the three-party conference. In a multiple conference, the person who is responsible for initiating the conference is the controller. The others are passive participants.

Controller

The controller manages the conference and controls all participants and their status by means of the **List of all conf. users** menu item. This list appears when the third participant is added in the conference. The list shows the number of conference participants as well as the name, call number, and status of each participant. There are three possible status values:

- No details: The participant is taking part in the conference.
- **X** : The participant is on hold, for example, when he has initiated a refer-back.
- **!** : The participant is taking part in the conference on behalf of another previous participant.

If there are only three participants in the multiple conference, the display is almost identical to the display of a three-party conference. Instead of the **List of all confer. users** menu item, the conference participants are shown in the status information.

Note:

The controller can have one connection on hold, if the **Hold/Retrieve** function is enabled, then the controller can have eight connections on hold.

Passive participants

The controller adds passive participants to the multiple conference. Their displays indicate the status **Conference**.

Passive participants cannot set up another conference, but they can:

- Enter their connection in another conference.
- Enter their connection in the queue by refer-back and then switch back to the conference.
- Transfer their conference connection to another subscriber by refer-back.
- End their participation in the conference.

Related topics:

[Introduction to conference calls](#) on page 41

Adding a participant to a multiple conference call

-
1. While active on a call, press the **Conference** softkey.
The multiple conference is put on hold.
 2. Enter the **call number** of the additional participant.
When the additional participant answers, the multiple conference is reactivated and it includes the new participant. When you add the third participant to the conference, the **List of all confer. users** menu item appears.
 3. If the additional participant does not answer, press the **Drop** softkey to reactivate the multiple conference.
If you use the **Refback** menu item instead to call the additional participant, you can first talk to this participant privately while the conference call is on hold. Then use the **Conference** button to reactivate it including the new participant.
-

Adding a participant by referring back

Use this procedure to add a participant to your multiple conference call through a consultation call.

If you select the **Refback** menu item to call the additional participant, you can first talk privately while the others are waiting and afterwards build the conference with the **Conference** softkey.

-
1. Select **Refback**.
The multiple conference is put on hold.
 2. Enter the **call number** for the additional participant.
When the additional participant answers you can talk privately, while the conference call is on hold. If the additional participant does not answer, press the **Drop** softkey to return to the multiple conference call.
 3. Press the **Conference with ...** softkey.

The multiple conference is reactivated including the new participant. When you add the third participant, the **List of all confer. users** menu item appears.

Answering a call in a multiple conference

Use this procedure to answer an additional call while you are controller of a multiple conference (provided that, second incoming call is on).

-
1. Select the appropriate status information for call number of the calling person.
 2. Press the **OK** button.
You are now connected with the new calling person. The multiple conference is placed on hold.
 3. Press the **Conference** softkey, if **Hold/Retr** is activated.
The new caller is added to the multiple conference and the multiple conference is reactivated.
-

Transferring a multiple conference call as controller

Use this procedure to leave a multiple conference as controller without ending it.

-
1. Select **Transfer**.
 2. Press the **OK** button.
-

Result

The multiple conference continues without a controller, but at the original controller's responsibility.

When you are in the state **Hold/Retrieve locked/disabled**, you can alternatively replace the handset.

Ending the multiple conference call as controller

To end a multiple conference call as controller, replace the handset or press the **Drop** softkey.

Referring back as passive participant on a multiple conference call

Use this procedure to make a consultation call while on a multiple conference call as passive participant.

-
1. Select **new call to**
 2. Press the **OK** button.
The controller is made aware of this in the **List of all confer. users**.
 3. Enter the call number of the new conference participant.
 4. Once you are connected to this person, you can replace the handset to transfer the conference connection.
The controller is made aware of this in the **List of all confer. users**.
 5. To return to the multiple conference, if the called person does not answer, press the **Drop** softkey.
-

Disconnecting from a multiple conference call as passive participant

To disconnect from a multiple conference call as passive participant, replace the handset or press the **Drop** softkey.

Chapter 8: Managing the call log

Introduction to the Call History feature





Use the Call History feature to keep track of the calls made, received, or missed on the phone.

With the Call History feature, you can:

- Find out the number of the external caller when you miss a call. The information is stored in the call history together with the time and date of the call.
- Make additional entries in the call log, such as internal calls or conversations with external callers.
- Find out the most recent call received on your telephone. The most recent entry is at the top of the call history list.
- Selectively retrieve individual numbers and, if necessary, dial them.
- Transfer a telephone number from Call History into your telephone book.
- Set entries to be deleted after a predefined time.

The following table outlines the icons used for displaying call history and the maximum number of entries allowed under each category:

Table 6: Icons used in the call history

| Icon | Call history list | Maximum number of entries |
|---|------------------------------|---------------------------|
|  | All calls | |
|  | Missed calls (call list) | maximal 30 calls |
|  | Answered calls | maximal 10 calls |
|  | Outgoing calls (redial list) | maximal 10 calls |

Related topics:

[Making a call using call history](#) on page 22

Viewing call history

-
1. Press the **History** button.
 2. Select the entry for which you want to see the details.
 3. Press the **Details** softkey or the **OK** button.
The display shows the details of the entry.
-

Removing an entry from call history

-
1. Press the **History** button.
 2. Select the telephone number that you want to delete.
 3. Press the **OK** button.
 4. Press the **Delete** softkey.
The entry is deleted immediately without a confirmation prompt.
-

Adding an entry from the call history to the phone book

-
1. Press the **History** button or the **Redial** button.
 2. Select the telephone number in the Call History list that you want to add to your phone book.
 3. Press the **OK** button.
 4. Press the **+Contact** softkey.

5. Enter the name.
 6. Press the **Save** softkey.
-

Chapter 9: Managing the phone book

Introduction to the phone book

Your telephone has a personal phone book. There you can store up to 268 phone numbers with their associated names, which are available only on your telephone.

You can dial phone book numbers quickly and easily, and modify the phone book entries yourself.

If you have authorization to access the main phone book, you can also find and dial entries there.

You can quickly and easily save entries from the redial list, call list, and call log in the phone book. You can also easily assign a phone book entry to a destination key.

Related topics:

[Making a call using a phone book entry](#) on page 22

[Calling a person from a central phone book entry *](#) on page 23

Creating a new entry in the phone book

The number of free slots in your local phone book are displayed in the phone book status line.

Note:

To add the phone number of a caller to the phone book while talking to the caller, press the **+Contact** softkey.

-
1. Press the **Phone book/Contacts** button.
 2. Press the **New** softkey.
 3. Enter the name and telephone number of the contact.

Additionally, you can enter a remark of maximum 12 letters in the input field **Rem.**

4. Press the **Save** softkey.
-

Adding an entry from the call history to the phone book

-
1. Press the **History** button or the **Redial** button.
 2. Select the telephone number in the Call History list that you want to add to your phone book.
 3. Press the **OK** button.
 4. Press the **+Contact** softkey.
 5. Enter the name.
 6. Press the **Save** softkey.
-

Editing an entry in the phone book

-
1. Press the **Phone book/Contacts** button.
 2. Select the entry you want to edit.

 **Note:**

To reach the entry more quickly, you can enter one or more of the first letters of the name.

3. Press the **OK** button.
 4. Press the **Bksp** or the **Delete** softkey.
 5. Edit the entry.
 6. Press the **Save** softkey.
-

Deleting an entry

-
1. Press the **Phone book/Contacts** button.
 2. Select the entry you want to delete.
 3. Press the **OK** button.
 4. Press the **Delete** softkey.
-

Chapter 10: Voicemail System

Introduction to voicemail

If a voicemail system is connected to your telephone system, callers can leave messages for you similar to an answering machine. You can call to retrieve these voice messages. Furthermore, you can receive conventional text messages from a server.

The light at the upper-right corner of your telephone indicates that you have voicemail messages waiting.

Diverting calls to voicemail

Use the procedure *Diverting calls* and enter the call number of your voicemail system as destination.

To withdraw the diversion, select the appropriate status information and press the **OK** button.

Related topics:

[Diverting calls](#) on page 31

Managing voice messages *

The light at the upper-right corner of your telephone indicates that you have voicemail messages waiting.

-
1. Press the **Message** button.
 2. Select the entry you want.
 3. Press the **OK** button.

Your telephone switches to handsfree and dials the call number of the voicemail system. Then you are guided through the operations of the voicemail system.

4. To listen the voice message, follow the advice of your voicemail system.
 5. To delete the voice message, press the **Clear** softkey.
The appropriate entry flashes. Press the **Clear** button once more or the **OK** button to confirm.
-

Deleting all messages

The light at the upper-right corner of your telephone indicates that you have voicemail messages waiting.

-
1. Press the **Message** button.
 2. Select **Clear all**.
 3. Press the **OK** button.
The selected menu item starts flashing.
 4. Press **OK** again to confirm.
-

Chapter 11: Partners

Introduction to partners

Your system administrator can link up to 16 telephones in your telephone system to create a partner group. You can set up your telephone so that you hear a short tone when one of your partners is called (partner beep). You can also set up, and delete, several partner diversions by pressing a few keys. To do this, you must set up the **Deputy** function key.

By default, the system assigns all your partners to function keys on your telephone, also referred to as partner keys. The LEDs of the partner keys provide information about your partners' activities.

Related topics:

[Assigning functions to keys](#) on page 84

[Creating a destination key](#) on page 85

Setting up partner names

You can allocate a long and a short name to each partner call number.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Set partner name**.

11. Press the **OK** button.
 12. Select the call number of the partner you want to setup.
 13. Press the **OK** button.
 14. Select **Long name**.
 15. Enter the appropriate name.
 16. Select **Short name**.
 17. Enter the appropriate name.
 18. Press the **Save** softkey.
-

Calling partners

-
1. Press the appropriate partner key.
 2. Talk using the speakerphone, or lift the handset.
-

Answering a call for a partner

When the telephone of a partner rings, the corresponding LED on your telephone flashes. You can pick up that call and answer as deputy.

-
1. Press the Partner key and wait until the call reaches your own telephone.
 2. Lift the handset.
-

Assigning partners to another key

By default, all partners are assigned to the function keys. Use this procedure to assign a partner to a different key.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Change Partner position**.
 11. Press the **OK** button.
 12. Select the desired partner.
 13. Press the **OK** button.
 14. Press the partner or function key that you want to assign.
The previous key assignment is displayed.
 15. Press the **Save** softkey.
The partner is now assigned to the new key.
-

Hiding partner keys

Use this procedure to hide the partner signaling for one of your partners.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**

9. Press the **OK** button.
 10. Select **Hide/show partner keys**.
 11. Select the partner key whose partner signalling you do not want to display on your phone.
 12. Press the **Change** softkey.
 13. Press the **Save** softkey.
-

Activating partner beep

Use this procedure if you want to hear a short tone (beep) every time your partner is called.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Set partner beep....**
 11. Press the **OK** button.
 12. Select the partner for whom you want to activate the partner beep.
 13. Press the **OK** button.
 14. Select **Audio**.
 15. Press the **Change** softkey several times to select one of the following:
 - Beep
 - Ringing tone
 - Off
 16. Press the **Save** softkey.

If you set **Ring tone** instead of **Beep**, the normal ringing tone sounds on your telephone when your partner is called.

Assigning partners on the button module *

Use this procedure to transfer all your partners from your telephone keys to the keys of a button module.

 **Note:**

The button module is not supplied as standard with your telephone.

1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Assign partner to DSS module**.
The system transfers your partners to the LEDs of the button module in their current order and overwrites the previous key assignments on the buttons.
 11. Select **Assign partner on telephone** in order to transfer the partners back to the telephone. The former key assignments of the button module are reestablished.
-

Diverting your calls to a partner

Use this procedure to divert your calls from outside the partner group to one of your partners.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **Partn. div. from my phone....**
 11. Press the **OK** button.
 12. Select the partner to whom you want to divert calls. The system displays the **Off** sign next to the partner.
 13. Press the **OK** button.
 14. Select **On**
 15. Press the **OK** button.
The system activates the diversion and displays this in the status information.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 34

Diverting partner calls to your telephone

You want to answer calls on behalf of your partners. Use this procedure to divert their calls to your own telephone.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.

6. Select **Partner**
7. Press the **OK** button.
8. Select **Set/delete partner div**
9. Press the **OK** button.
10. Select **Partner div. to my phone....**
11. Press the **OK** button.
12. Select the partner, whose calls you want to divert to your telephone, displayed with an **Off** sign next to it.
13. Press the **OK** button.
14. Select **On**.
15. Press the **OK** button.
Partner diversion is now activated. The appropriate LED flashes.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 34

Diverting calls from one partner to another *

If you have the appropriate authorization, you can set up a partner diversion from any partner to another.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **Partnerdiv. from/to others**.
 11. Press the **OK** button.

12. Select **Set partner division**.
 13. Press the **OK** button.
The system displays all the partners.
 14. Select one of the partners as source for the diversion.
The system displays all possible combinations with this source partner.
 15. Select the combination with the target partner to whom you wish to divert calls.
 16. Press the **OK** button.
The selected combination is displayed with an **off** sign.
 17. Press **Select** softkey or **OK** button.
The selected combination is displayed with an **On** sign.
 18. Press the **Select** softkey or the **OK** button.
Partner diversion is now activated.
-

Diverting partner calls to partners, extended *

If you have the appropriate authorization, you can divert any call of a partner group to any call number for another partner. This means that you can activate call diversion to the mobile number or home call number of a partner.

The system can show a maximum of five status displays for extended partner diversion. It replaces partner names with numbers in the extended partner diversion.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **Partner diversion key 1..5**.
 11. Press the **OK** button.
 12. Press the **New** softkey.

13. Select the partner whose calls you want to divert.
 14. Press the **OK** button.
 15. Enter the partner diversion.
 16. Press the **OK** button.
The system allocates the function key.
-

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 34

Setting the deputy key *

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **Set deputy key**.
 11. Press the **OK** button.
 12. Select **Deputy** to select the partner, from whom you want to divert.
 13. Press the **OK** button.
 14. Select partner and select all partners you want to define as your deputies and turn them to on.
 15. Press the **OK** button.
 16. Now the deputies are selected, you need to program a function key as “Deputy key” to activate or deactivate the defined deputy diversion quickly.
-

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 34

[Function and destination keys](#) on page 84

Adding a partner to a partner group *

Use this procedure to add a new partner to your partner group.

For you to use this feature, your system administrator must set the phone numbers of the subscribers in the partner groups.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Adapt partner group size**.
 9. Press the **OK** button.
 10. Select **Expand partner group**.
 11. Press the **OK** button.
 12. Enter the call number of the partner you want to add to your partner group.
 13. Press the key that you want to assign to the new partner.
-

Removing a partner from a partner group *

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.

4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Adapt partner group size**.
 9. Press the **OK** button.
 10. Select **Reduce partner group**.
 11. Press the **OK** button.
 12. Select the partner who you want to remove.
 13. Press the **Delete** softkey.
-

Restricting partner signaling *

Use this procedure if you do not want the telephone display of your partner to show whether you are on a call, or being called, or whether a call diversion exists for you.

For you to use this feature, your system administrator must enable the **Restrict partner** signaling function.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner**
 7. Press the **OK** button.
 8. Select **Adapt partner group size**.
 9. Press the **OK** button.
 10. Select **Restrict signaling Off**.
 11. Press the **Change** softkey.
The display switches to **On**.

12. Press the **Save** softkey.
 13. To enable partner signaling again, select **Restrict signaling On**.
-

Reserving a line as executive line

You can reserve an external line for another partner (executive) using your telephone. For example, you can reserve a line for your boss.

For you to use this feature, the administrator must set up the **Executive** function key on your telephone.

-
1. Press the **Executive** key.
 2. Press the partner key of the partner for whom you want to reserve a line.
 3. Press the **OK** button.
The status message `Line busy` appears in the display of the partner telephone.
The partner can continue to dial as usual.
-

Related topics:

[Assigning functions to keys](#) on page 84

Setting up a connection for a partner

Your partner asked you to set up a connection substitutionally.

-
1. Make a call to the appropriate call number.
 2. Select **New call to...**
 3. Press the **OK** button.
 4. Press the partner key.
 5. Replace the handset.
The partner is connected to the other party, and your telephone is free again. This procedure is like the procedure for transferring a call with the help of the partner key, except that you do not need to wait for the other person to answer.
-

Filtering *

Filtering is a function for executives and their secretaries or receptionists. Filtering groups are formed with several executives and several secretaries. An signal for an incoming call for an executive initially shows at the telephone of the secretary. If required, it can subsequently be transferred to the executive. The filtering function is a special partner diversion.

The executive activates the filtering function for external or internal or for all calls. The secretary can switch on or off to control their readiness to receive a call. When filtering is active, a filtered call signal shows at all active secretary telephones in the filtering group. The connection is established to the receptionist who accepts the call first.

The system administrator initializes the filtering function and sets up the filtering groups. Alternatively, one receptionist can handle filtering for several executives.

As a member of the filtering group, you can assign function keys for filtering only if the administrator has initialized the filtering function. You can set up the names and a partner beep, but you cannot alter the filtering group.

Related topics:

[Assigning functions to keys](#) on page 84

Using the filtering function in an executive role *

Your telephone has two toggle function keys, **Int** and **Ext**, with LEDs. The display has two symbols:

- The less than (<) symbol shows which receptionists are ready to get your incoming calls.
- The greater than (>) symbol which shows which executives have diverted their incoming calls.

-
1. To activate the filtering function for incoming external calls or internal calls or all calls, press the **Int** or the **Ext** function key or both keys.
 2. To withdraw the filtering function, press the appropriate key once more.
-

Using the filtering function in a secretary role*

Your telephone has a **FILTER** function key. The corresponding LED as well as the status display remain active as long as filtering is active for at least one executive. Furthermore the display has two symbols:

- The greater than > symbol shows which executives have diverted their incoming calls.
- The greater than < symbol shows which receptionists are also active for filtering.

-
1. To activate the filtering function, press the **Filter** function key.
 2. To accept a signaled call, lift the handset or press the **Speaker** button.
 3. To transfer an accepted call to the executive, press the appropriate partner key and the **Transfer** button or replace the handset.
 4. To deactivate the filtering function, press the **Filter** function key again.
-

Chapter 12: Private User Mobility

Introduction to Private User Mobility *

Use the Private User Mobility (PUM) feature to log in to any telephone inside the telephone system and gain access to your personal settings, such as call list, redial, call diversion, and callback. Callers can reach you on this telephone when they dial your call number. Charging units incurred are allocated to your call number.

To use the PUM function, you must enable it in the telephone system. Also, ensure that two function keys have the functions **Log on** and **Log off** assigned to them. See the user guide for details. The PIN that protects the PUM function is the same that protects the locking function. To use PUM, this PIN must have six digits.

Related topics:

[Assigning functions to keys](#) on page 84

[Changing the PIN](#) on page 104

Logging on to the telephone

1. Press the **Log in user** function key.
2. Enter your personal call number.
3. Select **Password:**.
4. Enter your PIN.
The PIN is displayed by asterisks (*).
5. Select **Log in user**.
6. Press the **OK** button.
The telephone system displays a status message. You are now logged in to this telephone and can use it like your own set.

Logging off the telephone

Press the **Log out user** function key.

Your personal settings, such as call list, redial, call diversion, callbacks entered, are cleared.



Note:

You are logged off automatically if another subscriber logs on to this telephone.

Chapter 13: Favorite screen

Introduction to the favorite screen

You can gather the functions and destinations that you use frequently in your favorite screen so that they can be accessed easily. A maximum of twelve entries are possible.

You can also use the favorite screen to confirm the features that are programmed on the feature buttons. For example, when a feature button label is missing or labeled incorrectly.

Toggling between the favorite screen and the telephone status

Press the **left or right arrow** button to toggle between the favorite screen and the telephone status.

Displaying the favorite screen in the idle mode

You can set your telephone to show the favorite screen in the idle mode instead of the telephone status.

1. Press the **Avaya Home** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Display/Acoustics**.
5. Press the **OK** button.

6. Select **Set idle screen**.
7. Press **Change** softkey and select **Favorites**.
8. Press the **Save** softkey.



You can also set your telephone to show partner or status screen.

Entering a function into the favorite screen

You can add your favorite functions into the favorite screen for easy access.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Set functions**.
 7. Press the **OK** button.
 8. Select the favorite function, which you want to add.
 9. Press the **OK** button.
 10. Select **Add to Favorite Screen**.
 11. Press the **OK** button.
-

Related topics:

[Assigning functions to keys](#) on page 84

Entering a destination into the favorite screen

You can add a destination into the favorite screen.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Set destination keys**
 7. Press the **OK** button.
 8. Select **Edit destination key ...**
 9. Press the **OK** button.
 10. Select **Press destination key**.
 11. Press the **OK** button.
 12. Press the appropriate destination key.
 13. Select **Add to Favorite Screen**.
 14. Press the **OK** button.
-

Related topics:

[Assigning a destination from the phone book to a key](#) on page 86

Displaying partner calls in status screen or favorite screen

You can set your telephone to show incoming calls for your partners in the status screen or in the favorite screen.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Preview Partner call**.

7. Press **Change** softkey and select **On**.
8. Press the **Save** softkey.

Result

 **Note:**

The red and green LEDs on **Line button 1** or **Line button 2** on the left side of the display blink alternately if a partner has an incoming call. Press the button to view the partner screen.

Deleting a function or a destination from the favorite screen

You can remove the functions or destinations that you rarely use from the favorite screen.

-
1. Press the **left** or **right** arrow button to select the favorite screen.
 2. Select the function or the destination that you wish to delete.
 3. Press the **Delete** softkey.
Caution: The system deletes the entry without confirmation.
-

Chapter 14: Customizing your telephone

Introduction

This section provides procedures to set parameters for your telephone, such as the ring tone melody and language. It also provides procedures to manage your function and destination keys, save personal data, manage VIP functions, make anonymous calls, and turn direct dialing on or off. To perform these procedures, you use the options on the Avaya menu.

Setting parameters for your telephone

Turning acoustic signaling on or off

You can set the signal tone, ringing tone, and VIP ringing tone to on or off. When for instance the ringing tone is turned off, you will hear only a short beep when you are called.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Do not disturb**.
 7. Press the **OK** button.
 8. Select one of the following:
 - **Signal tone**
 - **Ringing tone**
 - **VIP ringing tone**

9. Press the **Change** softkey.
 10. Press the **Save** softkey.
 11. To reactivate one of these tones, scroll to the relevant menu item and press the **Change** softkey again.
-

Changing the acoustic signaling

Use this procedure to change the volume of several tones.

 **Note:**

You can change the individual settings during a call by pressing **+** or **-** on the **Volume** button. You can also change any setting by pressing the numeric key of the setting that you want or by pressing the right or left navigation arrows.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Set acoustics**.
 7. Press the **OK** button.
 8. Select the tone you want to change.
 - **Handset**
 - **Loudspeaker**
 - **Ringing tone**
 - **Alerting Tone**
 - **Signal Tone**
 - **Headset volume**
 9. Increase or reduce the volume by pressing **+** or **-** on the **Volume** button.
The new setting rings immediately so that you can verify it.
 10. Press the **Save** softkey.
-

Setting the ringing tone melody

You can assign different melodies to incoming calls, including internal, external, VIP, and partner/line calls.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Set acoustics**.
 7. Press the **OK** button.
 8. Select **Select ringer melody**.
 9. Press the **OK** button.
 10. Select the call type you want to change.
 - **Internal calls**
 - **External calls**
 - **VIP calls**
 - **Partner/Line**
 11. Press the **OK** button.
 12. Select the melody you want.
 13. Press the **OK** button.

The new ringing melody is played.
 14. Press the **Back** softkey.

 **Note:**

You can change the melody playback speed using the **Set melody** option.

Related topics:

[Introduction to handling calls](#) on page 27

Setting the contrast and the brightness

You can change the contrast and the brightness of the display on the telephone to improve the visibility in different light conditions.

-
1. Press the **Avaya Home** button.
You can access the **Display/Acoustics** menu directly using the **Volume** button when the phone is in a idle state.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Set contrast** or **Set brightness**.
 7. Increase or reduce the contrast or brightness with the right or left navigation button.
 8. Press the **Save** softkey.
If you want to reset the acoustic and contrast settings to the as-supplied status, select the **Default** setting and confirm with the **OK** button.
-

Setting the language

You can change the language on your phone display to suit the geographical location.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Switch language**.
 7. Press the **OK** button.

8. From the list of languages that are displayed, select the language that you want to use.
 9. Press the **Select** softkey.
-

Adjusting the setting for handsfree operation

You can adjust the handsfree settings for the conditions prevailing in your office and surroundings.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Set handsfree**.
 7. Press the **Change** softkey to select one of the following.
 - **echo**
 - **normal**
 - **muffled**
 8. Press the **Save** softkey.
-

Displaying your name and call number

You can save your name and call number to have it shown on the display.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.

6. Select **Set own call number**.
 7. Press the **OK** button.
 8. Enter your telephone name and call number.
 9. Press the **Save** softkey.
-

Setting key beep tones to on or off

You can have every press of a key signaled by a beep (key beep).

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Key beep (off)**.
 7. Press the **OK** button.
 8. Press the **Change** softkey.
 9. Press the **Save** softkey.
 10. To turn the key tone off again, switch the function to **Key beep (Off)** again.
-

Displaying time zones *

You can set the time zone so that the current date and time of one of 26 cities from around the world appears in your telephone display. (applicable only for the Avaya 9408 telephone)

The time that your telephone shows for a city can differ from the actual time in that city due to differences in summer and winter times in the countries.

-
1. Press the **Avaya Home** button.
 2. Select **Time zones....**

3. Press the **OK** button.
 4. Select the appropriate city.
-

Saving emergency numbers

You can save 10 call numbers that you can dial even if your telephone is locked.

 **Caution:**

You must also set up the emergency numbers on your telephone system, otherwise you cannot select them when the telephone is locked.

 **Note:**

When using the central lock in your telephone system, the emergency numbers are those defined in your telephone system, not the emergency numbers you saved on your telephone.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Set emergency numbers**.
 7. Press the **OK** button.
 8. Select one of the following:
 - **Emergency destin. SOS 1**
 -
 - **Emergency destin. SOS 10**
 9. Press the **OK** button.
 10. Enter the name and call number.
 11. Press the **Assign** softkey.
 12. Press the function key to which you want to assign the emergency number. You can now see which function or call number was previously assigned to the key.
 13. Press the **Save** softkey.
-

Result

If you press the function key to which the emergency number is assigned, your telephone automatically switches to handsfree operation and dials the saved emergency number.

Function and Destination keys

Function and destination keys

Use the buttons as function keys or as destination keys. Partner keys are special destination keys.

Related topics:

[Setting the deputy key *](#) on page 65

Assigning functions to keys

Programmable function keys let you assign functions which you use frequently. You can then execute these functions simply by pressing the appropriate keys.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Set function keys**.
 7. Press the **OK** button.
 8. Select the function that you want to assign to the key.
 9. Press the **OK** button.
 10. Press the key to which you want to assign the new function. You can now see the function or call number previously assigned to the key.
 11. Press the **Save** softkey.

 **Note:**

You cannot overwrite a partner key. If the key you want is previously set as partner key, you must clear this assignment before you can assign a different destination or a function.

Related topics:

[Introduction to partners](#) on page 57

[Reserving a line as executive line](#) on page 68

[Filtering](#) * on page 69

[Introduction to Private User Mobility](#) * on page 71

[Entering a function into the favorite screen](#) on page 74

Creating a destination key

1. Press the **Avaya Home** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Keys**.
5. Press the **OK** button.
6. Select **Set destination keys**.
7. Press the **OK** button.
8. Confirm **Set new destination** with **OK** button.
9. Enter the name and call number.
10. Press the **Assign** softkey.
11. Press the key to which you want to assign the new destination. You can now see the function or call number previously assigned to the key.
12. Press **Save** softkey.

 **Note:**

You cannot overwrite a partner key. If the key you want is previously set as partner key, you must clear this assignment before you can assign a different destination or a function.

 **Note:**

To create a destination key, you can also press an unassigned key in idle mode, and then enter the call number you want to assign to that key.

Related topics:

[Introduction to partners](#) on page 57

Assigning a destination from the phone book to a key

1. Press the **Avaya Home** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Keys**.
5. Press the **OK** button.
6. Select **Set destination keys**.
7. Press the **OK** button.
8. To confirm **New destination**, click the **OK** button.

 **Note:**

You can also directly press an unassigned key in idle mode to open the **Set new destination** menu item.

9. Select **Copy phone book entry**.
10. Press the **OK** button.
11. Select the entry you want to assign to the key.

 **Note:**

To quickly go to the entry that you want, enter one or more of the first letters of the name.

12. Press the **OK** button. The system displays the name and call number, which you can edit.
13. Press the **Assign** softkey.

14. Press the key to which you want to assign a new destination. You can now see the function or call number previously assigned to the key.
15. Press the **Save** softkey.

Related topics:

[Entering a destination into the favorite screen](#) on page 74

Changing an existing destination

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Set destination keys**.
 7. Press the **OK** button.
 8. Select **Edit destination key**.
 9. Press the **OK** button.
 10. Press the key that you want to edit. You can now change the name and the call number.
 11. Press the **Save** softkey.

 **Note:**

You cannot overwrite a partner key. If the key you want is previously set as partner key, you must clear this assignment before you can assign a different destination or a function.

You can also change the existing destination by pressing the associated function key and selecting the **Edit destination key** menu item.

Deleting destination key assignments

You can delete the destinations and functions that are assigned to the keys.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Set Destination** key.
 7. Press the **OK** button.
 8. Select **Delete Destination** key.
 9. Press the **OK** button.
 10. Press the destination key.
You can now see the function or call number previously assigned to the key.
 11. Press **Delete** softkey.
The new setting is saved by the system.
-

Deleting function key assignments

-
1. Press the **Avaya Menu** button.
 2. Press the **Avaya Home** button.
 3. Select **Settings**.
 4. Press the **OK** button.
 5. Select **Keys**.
 6. Select **Set function** keys.
 7. Press the **OK** button.
 8. Press the key whose assignment you want to delete.
You can now see the function or call number previously assigned to the key.
 9. Press the **Delete** softkey.
The new setting is saved by the system.
 10. Press the function key.
-

Relocating the telephone

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Relocate telephone**.
 7. Press the **OK** button.
The data is saved locally in the telephone. The status message **Relocation prepared** appears on the display.
 8. Plug in the telephone at the new location.
The status message **Relocation initiated** appears on the idle telephone display.

When the relocation is complete, the telephone system displays **Telephone relocated**.

If you want to cancel the relocation, select **Security > Relocate > OK**.
-

Saving personal data

Introduction

For security, you can save your personal telephone settings both locally in the telephone and centrally on your communication server. Your system administrator must enable saving of data on the communication server, where the data is protected with your password. Your system administrator can save or copy your personal telephone data from a central location, but you can block central data saving.

Saving data locally

1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Save data**.
 7. Press the **OK** button.
 8. Select **Save data locally**.
 9. Press the **OK** button.
-

Saving data locally automatically

1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Save data**.
 7. Press the **OK** button.
 8. Select **Save data at [00:00]**.
 9. Enter time at which you want the local data to be saved.
 10. Press the **Save** softkey.
-

Saving data centrally

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Save data**.
 7. Press the **OK** button.
 8. Select **Save data centrally**.
 9. Enter your PIN.
The PIN appears as asterisks "*" in the display.
 10. Press the **Save** softkey.
-

Allowing and barring central data saving

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Save data**.
 7. Press the **OK** button.
 8. Select **Save centrally**.
 9. Press the **OK** button.
 10. Enter your PIN.

11. Press **Change** softkey.
 12. Press the **Save** softkey.
-

VIP functions

Preparing VIP functions

You can set up special functions between the telephones of your system, provided you make the appropriate preparations. To do this, you need to first ensure that certain settings on both the sending and the receiving telephone are the same. This section describes two typical applications of the VIP function:

1. Using the executive telephone as a two-way intercom system to the secretary.
2. Making announcements from the executive telephone

The sending telephone is called the *executive telephone* and the receiving telephone the *secretary telephone*.

1. Using the executive telephone as a two-way intercom system to the secretary

Setting up the executive telephone

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **VIP**.
 5. Press the **OK** button.
 6. Enter the current PIN.
 7. Press the **OK** button.

8. Select **Send VIP functions**.
9. Press the **Change** softkey several times, if necessary, until the setting **Authorized** is displayed.
10. Select **Set VIP partner**.
11. Select one of the following:
 - Entry from phone book
 - Entry from key assignment
 - Ind.emerg.call
 - Partner
12. Press the **OK** button.
13. Select the entry for the secretary telephone.
14. Press the **OK** button.
15. Select **sent to user**.
16. Press the **Change** softkey several times, until the setting **Ann.&Ackn.** is displayed.

 **Note:**

If you select the menu option **on** instead of **Ann.&Ackn.** only the VIP ring tone will be heard on the secretary phone when this phone is called by the executive phone. However, several settings must be made on the secretary phone for this purpose.

17. Press the **Save** softkey.
-

Setting up the secretary telephone

1. Press the **Avaya Home** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **VIP**.
5. Press the **OK** button.
6. Enter the current PIN.
7. Press the **OK** button.
8. Select **Recv.VIP**.

9. Press the **Change** softkey several times, if necessary, until the setting you want is displayed from the following two options:
 - **All callers** if you want VIP functions to be possible for all subscribers.
 - **Authorized** if you want VIP functions to be available to only the subscribers you specify or have specified in the **Set VIP partner** menu.
 10. Select **Set VIP partner**.
 11. Select one of the following:
 - **Entry from phone book**
 - **Entry from key assignment**
 - **Ind. emerg.call**
 - **Partner**
 12. Press the **OK** button.
 13. Select the entry for the executive telephone.
 14. Press the **OK** button.
 15. Select **receive from user (off)**.
 16. Press the **Change** softkey.
 17. Press the **Save** softkey.
-

2. Making announcements from the executive telephone

Setting up the executive telephone

1. Press the **Avaya Home** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **VIP**.
5. Press the **OK** button.
6. Enter the current PIN.
7. Press the **OK** button.
8. Select **Send VIP functions**.

9. Press the **Change** softkey several times, if necessary, until the setting **Authorized** is displayed.
10. Select **Set VIP partner**.
11. Select one of the following:
 - **Entry from phone book**
 - **Entry from key assignment**
 - **Ind.emerg.call**
 - **Partner**
12. Press the **OK** button.
13. Select the entry for the secretary telephone.
14. Press the **OK** button.
15. Select **sent to user**.
16. Press the **Change** softkey several times, if necessary, until the setting **announcem.** is displayed.

**Note:**

If you select **on** instead of **announcem.** only the VIP ring tone is heard on the secretary phone when this phone is called by the executive phone. You need to make several settings on the secretary phone for this purpose.

17. Press the **Save** softkey.
-

Setting up the secretary telephone

The secretary telephone is set up exactly like the secretary telephone in an Intercom configuration described earlier.

[Setting up the secretary telephone](#) on page 93

Using the VIP functions

To use the VIP functions, you need to make one of the two preparations described in section **Using the executive telephone as a two-way intercom system to the secretary** and the section on **Making announcements from the executive telephone**.

1. Press the relevant destination key for the secretary telephone or select the phone book entry.
2. Press the **Speaker** button or lift the handset.

If the Handsfree feature is automatically activated on the secretary telephone, the two parties speak to each other.

In case of an announcement, the loudspeaker is activated on the secretary telephone and you can make an announcement.

 **Note:**

You can program an **Announcement** function key. This considerably shortens the process of configuring VIP announcement with reply. Press this function key and enter the call number or press a destination key. If the called subscriber has activated the **Receive VIP** option, the call leads to and **Announcement with reply**. Both the calling and called subscriber receive a conversation window.

This feature may not be available. Your system administrator must configure it for your extension as well as for the extension of the other person. Contact your system administrator for more information.

Making anonymous calls

You can determine whether your phone number is to be shown to the called parties. For this, you must enable this function on the communication server.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Dial settings**.
 5. Press the **OK** button.
 6. Select **Anonymous (Off)**.
 7. Press the **Change** softkey.
 8. Press the **Save** softkey.
- Anonymous call** appears in the status display.

 **Note:**

If you want the other parties to be able to see your phone number again, switch the function to **Anonymous (Off)** again.

Accepting calls automatically using the Handsfree answer back feature

You can set up your telephone to automatically accept incoming internal calls. If you receive a call, you will hear a short signal tone and the microphone and loudspeaker of your telephone are activated immediately.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Answer Call**.
 7. Press the **OK** button.
 8. Select **Handsfree AB...** which is off by default.
 9. Press the **Change** button to modify the option.
 10. Press the **On/Off** softkey.
 11. Press the **Save** softkey.
-

Result

The display shows the status information as **Handsfree answer back**.

 **Note:**

If you want to turn off **Handsfree answer back** again, set the function to **Handsfree answer back (on)** again.

Turning direct dialing on or off

However, you can turn this setting off and type all the digits of a telephone number before you dial the number as a block. You can then check the telephone number again and correct it, if necessary.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Dial settings**.
 5. Press the **OK** button.
 6. Select **Direct dial**. You can set the following parameters:
 - Direct destination dial
 - Direct digital dial
 - Refer-Back destination
 - Headset
 7. Press the **OK** button.
 8. Press the **On/Off** softkey.
 9. Press the **Save** softkey.
 10. To reactivate direct dialing, turn the function to **Direct dial (On)** again.
-

Turning CSTA Answer Call on or off *

The Computer Service Telephone Application (CSTA) links your telephone network and your PC network together.

When the **CSTA Answer Call** function is activated on your telephone system, a **CSTA Answer Call** icon appears on your PC monitor screen. You can select this icon to answer an incoming call on your telephone in handsfree mode.

-
1. Press the **Avaya Home** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Answer Call....**
 - a. Press **OK**.
 - b. Select **CSTA Answer Call**.
 7. Press the **OK** button.
 8. Enter your PIN.
 9. Press the **OK** button.
 10. Select one of the following: **On** or **Off**.
 11. Select the **Save** softkey.
-

Chapter 15: Using the Avaya Menu

Introduction to the Avaya menu

This chapter provides the procedures to manage call charges, lock your telephone, manage your appointments, and customize your telephone. To perform these procedures, you need to use the options of the Avaya menu.

Managing call charges

Introduction to call charges

All call charges incurred since the last reset are stored and totaled in your telephone system. You can view the charges for your last four calls and delete the charges shown in the display.

You can also have the current charges displayed during a call in units or in currency.

Displaying charges during a call

-
1. Press the **Avaya Home** button.
 2. Select **Charges**.
 3. Press the **OK** button.
 4. Select **Charges (off)**.
 5. Press the **Change** softkey.
The charges appear in the top line of the display while on a call.
-

Viewing the charge display

-
1. Press the **Avaya Home** button.
 2. Select **Charges**.
 3. Press the **OK** button.
The LCD screen displays the charges for the last four calls.
 4. To view the total charges, select **Total call charges**.
-

Deleting call charges

-
1. Press the **Avaya Home** button.
 2. Select **Charges**.
 3. Press the **OK** button.
 4. Select **Delete single counter**.



Note:

If you want to clear the totals for all calls, you must have this function enabled by your system administrator.

5. Press the **OK** button.
-

Switching the charge display to units

-
1. Press the **Avaya Home** button.
 2. Select **Charges**.
 3. Press the **OK** button.
 4. Select **Charge displ. (amount)**.

5. Press the **Change** softkey.
 6. Press the **Save** softkey.
-

Recording charges for private calls and projects *

You want to dial a number with a project PIN or private PIN.

1. Enter the external line code that is set up in your telephone system for dialing with a project or private code, for example, 1.
This external line code may have 1 to 5 digits.
 2. Enter the code that is set up in your telephone system for private calls or the relevant project, for example, 3433one.
This code may have 1 to 12 digits.
 3. Enter the number you want to call.
 4. Lift the handset.
-

Result

The system records the call and accounts for it with the appropriate project or private code.

 **Note:**

For security reasons, the system does not show the code in the display or in the redial or call list. The number with the code cannot be transferred to the phone book. If you want to call back a call number from the redial or call list with a project code, you must manually enter the external line code and project code in the redial or call list display.

Locking the telephone

Telephone lock

You can lock your telephone to prevent unauthorized use during your absence. To unlock your telephone, your Personal Identification Number (PIN) is required.

The following functions are still available in a locked telephone:

- Answering calls
- Dialing internal call numbers

Changing the PIN

A PIN is required to unlock your telephone. Before you lock your telephone for the first time, you must change the PIN from the default setting. Your PIN must be four to six digits. The first digit cannot be 0 or 1, and it must not be identical to your call number. After you change your PIN from the default setting, you can change it again at any time. If you forget your PIN, see your system administrator.

If central locking is enabled in the system, the default PIN is 00000 (if 5-digit) or 000000 (if 6-digit). Contact your system administrator for more information.

-
1. Press the **Avaya Home** button.
 2. Select **Lock**.
 3. Press the **OK** button.
 4. Select **Change PIN**.
 5. Press the **OK** button.
 6. Select **Old PIN** and enter the current PIN.
 7. Select **New PIN** and enter the new one.
 8. Press the **Save** softkey.
-

Related topics:

[Introduction to Private User Mobility](#) * on page 71

Locking the telephone

Before you perform this procedure, you must change the PIN from its default setting.

-
1. Press the **Avaya Home** button.
 2. Select **Lock**.
 3. Press the **OK** button.
 4. Press the telephone lock button again.

The status information **Telephone locked** is shown.

Unlocking the telephone

-
1. Open the **Status** menu.
 2. Select **Telephone locked**.
 3. Press the **OK** button.
 4. Enter the current PIN.
 5. Press the **OK** softkey.
The status information is cleared.
-

Setting automatic locking *

If Automatic locking has been activated, the telephone will be locked every day at the same time.

-
1. Press the **Avaya Home** button.
 2. Select **Lock**.
 3. Press the **OK** button.
 4. Select **Automatic lock**.
 5. Press the **Change** softkey.
 6. Press the **Save** softkey.

 **Note:**

This lock function is only put into effect after the phone has returned to idle (where applicable).

Managing appointments

Appointments and reminders

You can set your telephone to remind you of important appointments. You can be reminded of up to 10 appointments. You can specify whether you wish to be reminded once or every day.

At the time of the appointment, you hear a signal tone and see the message you entered for the appointment on the LCD screen. You can selectively delete the appointments you entered.

Appointment message

At the specified time, the signal tone sounds and the appointment message appears in the display.

If you specified a call number when entering the appointment, it is shown in the display after acknowledgement of the appointment signal. You then only need to lift the handset or press the **Speaker** button to call the number you want.

The `Appointment expired` message remains in the display until you scroll through all the expired entries in the **Appointments** menu.

The expired entries are marked with an exclamation mark (!).

Entering a new appointment

1. Press the **Avaya Home** button.
2. Select **Appointments**.
3. Press the **OK** button.
4. Select the **New** softkey.
5. Select **Time** and enter the time.
6. (Optional) Select **Date** and enter the date (default is today).
7. (Optional) Select **Text** and enter the appointment message, to be displayed at the specified time.
8. (Optional) Select **Call no.** and enter a call number, if you want to call someone at the specified time.

9. Select **Appointment**.
 10. Select the **Change** softkey.
 11. Press the **right/left** button to choose one of the following:
 - **off**
 - **one-time appointment**
 - **daily appointment**
 12. Press the **OK** button.
The new appointment is indicated as status information.
-

Acknowledging an appointment

Use this procedure to acknowledge an appointment. At the specified time, a signal tone sounds and the entered appointment message appears in the display.

-
1. Press the **OK** button to turn off the signal tone.
The status information `Appointment expired` appears in the LCD screen.
If you specified a call number when entering the appointment, it is displayed now.
 2. Lift the handset or press the **Speaker** button to dial the telephone number you want.
-

Viewing appointments

-
1. Press the **Avaya Home** button.
 2. Select **Appointments**.
 3. Press the **OK** button.
The system displays a list of all entered appointments, including the expired appointments.
-

Deleting an appointment

1. Press the **Avaya Home** button.
 2. Select **Appointments**.
 3. Select the appointment you want to delete.
 4. Press the **OK** button.
 5. Press the **Delete** softkey.
-

Chapter 16: Auxilliary devices

BM12 Button module

The BM12 button module lets you programme 12 keys on two screens to get 24 programmable keys which can be operated as partner, destination or function keys.

You can connect up to three BM12 button modules to the 9408 telephone. The button module has to be activated under settings in the telephone menu.

No button module can be connected to the Avaya 9404 telephone.

Depending on the system, the keys can be operated as partner keys, destination keys or function keys. Destination keys can be stored as DSS direct call destinations or DSS destinations:

- DSS destinations: These are call numbers on button module destination keys.
- DSS direct dial destinations (DDDD): These are call numbers available only on the button module destination keys. Calls made to these numbers are connected even if the DDDD LED displays a busy state or the called party has the second call setting turned off.

The following graphics show the front and back views of the BM12 button module. In the bottom view, the connection cable to the telephone is added.

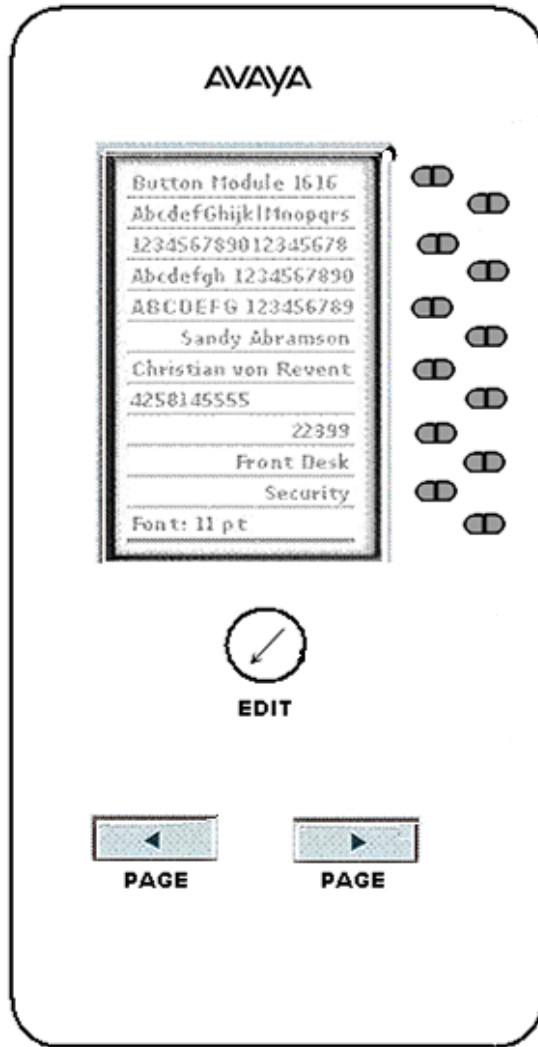


Figure 1: Front view of BM12 button module

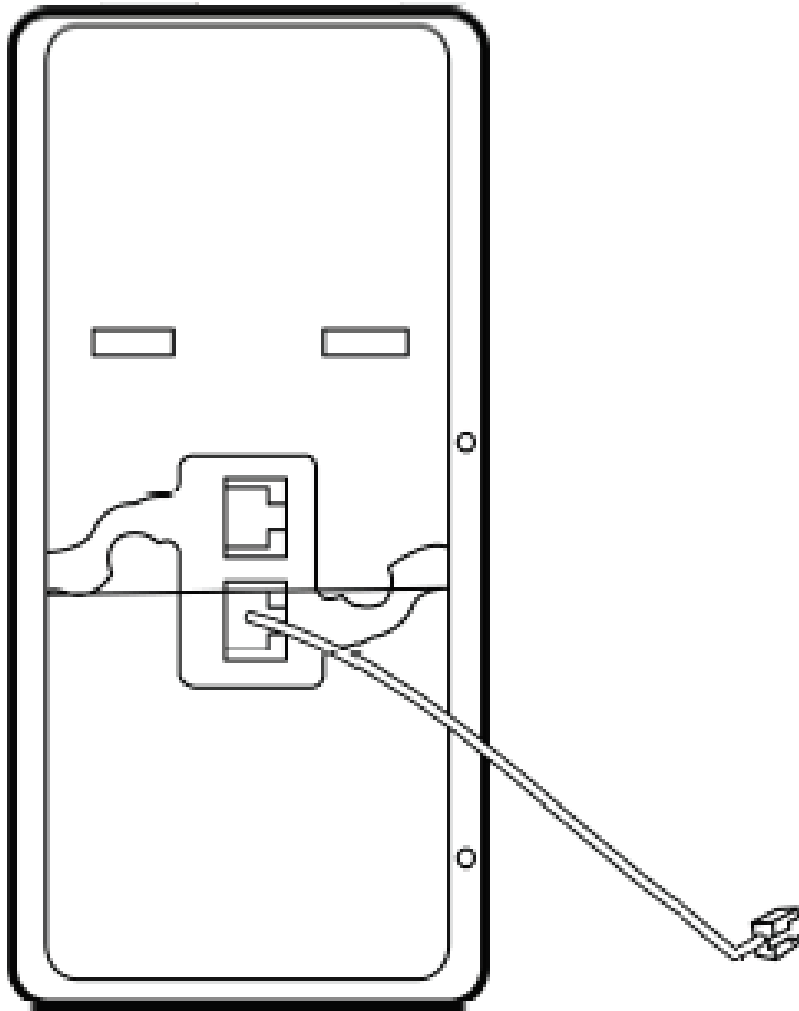


Figure 2: Back view of BM12 Button Module

Related topics:

[About connecting button module BM12](#) on page 111

About connecting button module BM12

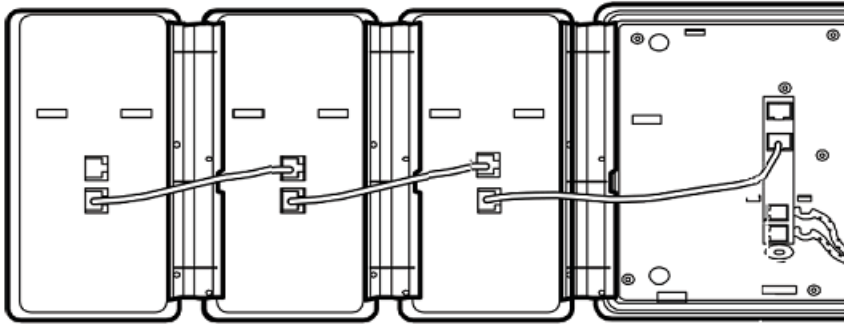
You can connect up to three BM12 button modules to the 9408 telephone. The following graphic shows how to connect the button modules BM12.

*** Note:**

For connecting the button module refer the installation manual delivered with the module.

Ensure the following when connecting the modules:

- The telephone must be disconnected from line.
- The connection cables must be plugged in the appropriate sockets of the telephone and button module. See the graphic below and the icons next to the sockets to locate the correct sockets.
- The upper socket of the last module must remain unconnected.



*** Note:**

When using one or more button module a power supply 1151C has to be connected additionally to the Avaya 9400 Series telephone.

Headsets

You can connect different cordless and corded headsets to Avaya 9400 Series telephones. Corded headsets have to be connected to the headset socket of the telephone through a HIC adapter cable. Cordless headsets are connected to the headset socket through a special Hookswitch Control Cord adapter cable that is included in the delivery of the headset.

To use the headsets, see the respective headset user guide.

Related topics:

[About operating headsets](#) on page 112

About operating headsets

Ensure the following for operating the headsets:

- To connect a cordless headset to the headset socket of the Avaya 9400 Series telephones you need a special D+M adapter cable. You must connect this adapter directly to the

telephone. You cannot use the HIS adapter cable or the 9600 adapter cable for corded headsets.

 **Note:**

Cordless headsets with a connection through the AEI interface cannot be connected to Avaya 9400 Series telephones.

- Do not change the default **Off** setting in **Home > Settings > Remote headset**. Switching it **On** causes undesirable audible DTMF-signals. The (**On**) setting is required for new Savy Office (Hydra) headsets only.
- The acoustic ring signal on the telephone is transferred to the cordless headset through a separate call detector cable with its own (separate) microphone. You must first attach this separate microphone to the grid of the telephone speaker. For mounting, see the headset user guide.
- You cannot switch the cordless headset to online or offline mode with the **HEADSET** key on the telephone unless DTMF signaling is activated on the telephone.

 **Note:**

You can also use the **HEADSET** key to seize the line or end a call. To place a call correctly using the cordless headset, the headset must always be in the headset mode (online). However, when doing so, do not press the talk button on the headset. When doing so, however, you must *never* press the **Talk** button on the headset.

- Do not set the call signal on the telephone to **Off**. Otherwise, the call is not signaled on the headset.
- Second calls are not signaled on the headset.
- If you place a call using the headset and the other party terminates the connection, you must also press the call button on the headset to disconnect the line.

Appendix A: Remote features

Introduction to remote features

Use these procedures at locations that are connected to your telephone system through a public network. You can make external calls using the telephone system or you can divert incoming calls from your telephone to another destination.

Calling remote using the system *

You can call your telephone system from outside, and then call other numbers through the system. For example, you can use this feature to make expensive overseas calls through the system. The charges are then incurred by the system.

You can do this from any telephone with DTMF suffix dialling. In many cases, you can use only certain preset telephones for this feature. For details, contact your system administrator, who must enable the **Calling remote using the system** feature for you. Your system administrator must communicate to you the source discrimination code and whether a PIN is required.

-
1. Dial the call number of your telephone system from the external telephone.
 2. Enter the source discrimination code for your telephone system.
You hear a dial tone as confirmation.
 3. If necessary, enter your PIN.
 4. Enter the external line code of the system and the call number you want to call through the telephone system.
This number is dialled immediately.
-

Changing call diversion remotely *

You can call your telephone system from an external telephone to set up or change a call diversion for your telephone or for other telephones.

You can do this from any telephone with DTMF suffix dialing. In many cases, you can use only certain preset telephones for this feature. For more information, contact your system administrator.

Your system administrator can enable the **Changing call diversion remotely** feature on your telephone. To know the remote control access number and PIN and also the codes for activating and deactivating call diversion, contact your system administrator.

-
1. Dial the remote control access number from the external telephone.
 2. Enter your internal number.
 3. Enter your PIN.
 4. Enter the Codes for **Activate Call diversion**.
 5. Enter the diversion target number.
 6. To deactivate the diversion, enter the appropriate code.
 7. To set up or to change the call diversion, enter the code for **Activate follow-me** beginning with an asterisk (*).
 8. Enter the external line code of the system and the new destination to which you want to divert the calls. An acknowledgement tone sounds after a short time.
 9. To deactivate the call diversion, enter the code for Deactivate follow-me.
-

Appendix B: Contact Center functions and buttons

Logging in to the Contact Center

You can log in to the Contact Center using your personal call number and your password. After logging in, you can receive Contact Center calls. You can also receive your own calls with your personal call number.

Pausing

You can switch temporarily out of the Contact Center. You need your password to switch in again. Meanwhile, the system shows the following status information: **User pause enabled ...**

Accepting calls in Auto answer mode

You can accept Contact Center calls automatically on your headset. At the end of the conversation, the system automatically disconnects the call, and you can immediately get the next Contact Center call. The system shows the following status information: **Auto answer on....** You may activate or deactivate this mode during the *Login dialog*, or your system administrator can do this for you.

Signing on to an agent group / Signing off from an agent group

Up to five agent groups can be assigned to your telephone at any time. You can sign on and off each of these agent groups individually.

Changing your password

You can change your password at any time, if you have the necessary authority.

Lengthening and canceling wrap-up time

After each Contact Center call you have a certain amount of time, called *wrap-up time*, to complete on-screen data entry for instance. You can lengthen it manually if you have the authority. You can also cancel it prematurely. During this time, the system displays the status information **Wrap-up time automatic ...** or the **Wrap-up time manually ...**

Entering the job code

According to how your system is set up, you can or must enter a job code for each Contact Center call for statistical purpose. Contact your supervisor about the defined job codes, their lengths, and their meanings.

The system displays the **Enter job code** prompt. Enter the appropriate job code and press the **Send** softkey. If you do not enter the correct job code in a certain time, the system displays the **Job code missing** prompt, or the **Invalid job code** prompt (if your input is wrong).

Requesting help of the supervisor

If you need help during a Contact Center call, you can choose from two types of supervisor support: you can request for silent monitoring (called *Supervisor Assistance*) or intervention mode (called *Supervisor Emergency*). The supervisor can listen to your call or even cut in to your call at any time.

Contact Center buttons

If you are an agent in a contact center, you have eight buttons and some function keys or softkeys to control the Contact Center features. Every button has two LEDs, a red and a green and a paper label indicating their meanings.

CC function

Use this function key to open the *Login dialog* box to enter your password for the Contact Center and to set the *Auto answer* mode (if you have the authority).

Sign on / Sign off

This toggle button controls **Sign on** and **Sign off** to the selected agent group. The corresponding LED lights up to indicate when all the agent groups are signed off, or when the telephone system enforces a **Sign off**.

The following agent softkeys display as **Sign on** or **Sign off** simultaneously.

| Red LED | Green LED | Indication |
|----------|-----------|--|
| off | on | The LEDs indicate that the agent is signed on all selected agent groups. |
| blinking | off | The LEDs indicate that all agent groups are signed off |
| blinking | off | The LEDs indicate that the telephone system carried out forced Sign off |
| blinking | off | The LEDs indicate that the <i>Pause</i> state is activated, because all agent groups are signed off. |

Job Code

If a job code is designed it can be optional or mandatory. This button controls its input. It is activated only when a job code is designed. Press this button to open the input dialog box for an optional job code in the display.

| Red LED | Green LED | Indication |
|----------|-----------|---|
| off | on | The LEDs indicate that the job code is designed, you can optionally enter a job code. |
| blinking | on | The LEDs indicate that job code is mandatory, you have to enter a job code. |

Cancel Wrap-up time

If you press this button, you can finish the *Wrap-up time*. It is activated either automatically by the system or manually by pressing the **Wrap-up time manual** button (no toggle function).

The LED as well as the display indicates the *Wrap-up time* state.

| Red LED | Green LED | Indication |
|---------|-----------|--|
| off | on | The LEDs indicate that the <i>Wrap-up time</i> option is activated — either automatically or manually — you can finish it. |

Wrap-up time manual

Press this button to finish the *Wrap-up time manual* (to lengthen the automatic wrap-up time, if you have the authority). You can deactivate it by pressing the **Cancel Wrap-up time** button (no toggle function).

The red LED as well as the display indicate the special state *Wrap-up time manual*.

| Red LED | Green LED | Description |
|---------|-----------|---|
| on | off | The LEDs indicate that the special state <i>Wrap-up time manual</i> is activated. |

Pause

Press this button to activate the *Pause* state. When you press this button again, an input dialog opens in the display. In this dialog box, enter the password for the end of the *Pause* state.

The LED as well as the display inform you whether the *Pause* state is activated.

| Red LED | Green LED | Description |
|----------|-----------|---|
| blinking | off | The LEDs indicate that the <i>Pause</i> state is activated. |

Programming of Agent groups

This button controls the programming of five agent groups. They are identified by numbers from *001* to *250*. Ask your supervisor for which agent groups you need to sign on and which priority you need to specify. To open a dialog for programming in the display during runtime, press this button and enter the three digits for the appropriate number, followed in the next line by the corresponding priority. You must have the access rights to be able to use this feature.

The LEDs are off.

Supervisor Assistance

Press this toggle button to request for silent Supervisor Assistance. To withdraw your request, press the button again.

| Red LED | Green LED | Description |
|----------|-----------|---|
| blinking | off | The LEDs indicate that you have requested silent Supervisor Assistance. |
| off | on | The LEDs indicate that the supervisor is listening via Silent Monitoring/Coaching . |



Supervisor Emergency

Press this toggle button to request for intervention, called Supervisor Emergency. To withdraw your request, press the button again.

| Red LED | Green LED | Description |
|----------|-----------|--|
| blinking | off | The LEDs indicate that you have requested intervention, called Supervisor Emergency. |
| off | on | The LEDs indicate that the supervisor has cut-in using the Cut-In feature. |

Select Agent group

This softkey controls the selection of at the five agent groups, for which the agent wants to sign on or sign off. You can control only 5 groups at a time. If the agent has signed on to at least one agent group, this softkey manages the **Sign on** or **Sign off** for additional agent groups and you do not require the use of the **Sign on / off** button.

| Icon | Indication |
|--|--|
| X | You have selected this agent group, but you have not have signed on so far. |
| ▶▶▶ | You have signed on this agent group. |
| 1,2,...,5 | The icon Indicates the index for this agent group at your telephone. |
| xx | The figure indicates the number of calls in the waiting filed (at most 99). |
|  blinking | The icon indicates the urgent information first level, alternating with the number of calls in the waiting filed. |
|  blinking | The icon indicates the urgent information second level, alternating with the number of calls in the waiting filed. |

Appendix C: Abbreviations

| Abbreviation | Description |
|---------------------|---|
| CTI | Computer Telephony Integration |
| ELC | External Line Code |
| ITE | Information Technology Equipment |
| MOD | Button Module socket |
| MSN | Manufacturer Serial Number |
| PIN | Personal Identification Number |
| PUM | Private User Mobility |
| TCM | Terminal Configuration Manager |
| TAPI | Telephony Application Programming Interface |
| USB | Universal Serial Bus |
| VIP | Very important person |

Abbreviations

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