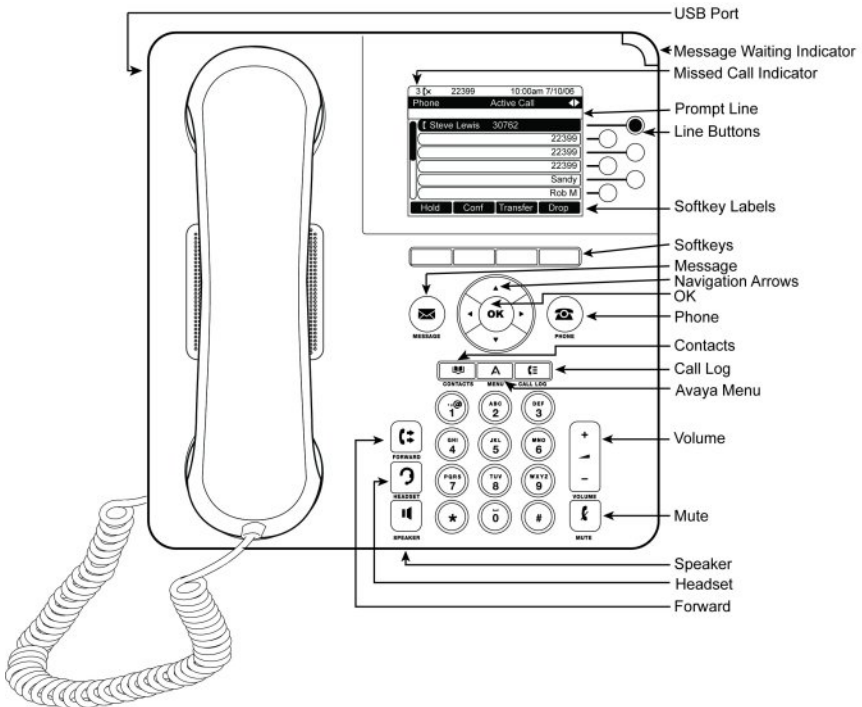


AVAYA

Avaya one-X™ Deskphone Edition for 9640/9640G IP Telephone Quick Reference



For More Information

Go to www.avaya.com/support for latest support information, including user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.

Scrolling and Navigation

Use the up and down navigation arrows to scroll up or down through lists. Use the right and left navigation arrows to go to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected. The selected line is highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. The OK button is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing OK places a call to that person.

Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Avaya Menu button, you see the following menus, depending on how your administrator has set up your system and on the applications available to you:

Sample Menu 1	Sample Menu 2	Sample Menu 3
--> Options & Settings	--> Your 1st Web Application	--> Call Settings
--> Browser	--> Phone Settings	--> Application Settings
--> Network Information	--> Log Out	--> Screen & Sound
--> About Avaya one-X	--> About Avaya one-X	--> Advanced Options
		--> Network Information
		--> Log Out

Options & Settings or Phone Settings, if your menu is customized, lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone.

About Avaya one-X provides the release number of your telephone software.

Options & Settings

The Options & Settings menu contains choices for:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Application Settings includes choices for personalizing button labels, turning call logging on or off and including bridged calls in your call log.

Screen & Sound Options includes choices for adjusting your phone's brightness and contrast, ring pattern, language selection, and button clicks and tones.

Advanced Options includes choices for backing up and restoring your settings, options, and button labels. You can also set AGC for your handset, headset, and/or speaker audio.

Answering and Making a Call

Answering a Call

1. Answer an incoming call in one of the following ways:

If you are not on another call, lift the handset, *or* press **Speaker** to answer using the speakerphone, *or* press **Headset** to answer using the headset.

If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**.

Making a Call

1. Lift the handset, *or* press **Speaker** or a line button for an available line.
2. Dial the number you want to call.

Putting a Call on Hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. Select the line you want to put on hold.
3. Press **Hold**.
4. Press **Resume** to retrieve the call.

Transferring a Call

1. From the Phone screen, select the line you want to transfer.
 2. Press **Transfer**.
 3. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the Call Log list.
 4. Press **Complete** to transfer the call.
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Conference Calls

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the Call Log list.
4. Press **Join** to add the person to the existing call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Dropping a person from a conference call

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

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

Accessing the Features menu

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

Send all Calls

1. Press **Forward** to access the main Forwarding menu.
 2. Select **SendAllCalls**.
 3. Press **Select** or **OK** to turn Send All Calls on or off.
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Contacts

You can save up to 250 names and telephone numbers.

Calling a person from the Contacts list

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

Adding a new contact

1. Press **Contacts**.
2. Press **New**.
3. Enter the name using the dialpad.
 - a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 - b. Pause before entering the next character if the characters are on the same key.
 - c. Enter remaining letters or numbers.
 - d. Press **Bksp** to delete the last character.

- e. Press **More** --> **Abc** to change between upper and lower case letters or to enter numbers.
 - f. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
 - g. Press **More** --> **Symbols** to enter characters that are not on your dialpad.
 - h. Select the symbol you want to use.
 - i. Press **OK** to select the symbol.
 - j. Press **Clear** to delete all text and start over.
4. Select the next field.
 5. Enter the (primary) telephone number.
 6. Select the next field.
 7. Select the type of number entered (general,work, mobile, home).
 8. If you have another number for this contact, press **+Contact** and repeat Steps 5 - 7. You can add up to two additional numbers for this contact.
 9. Press **Save** or **OK**.

Editing a contact

1. Press **Contacts**.
 2. Select the contact you want to edit.
 3. Press **More** --> **Edit**.
 4. Choose the field you want to edit.
 5. Use the dialpad and softkeys to make changes to the contact information.
 6. Press **Save** or **OK**.
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Call Log

Calling a person from the call log

1. Press **Call Log**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

Adding an entry from the call log to your Contacts list

1. Press **Call Log**.
 2. Select the number you want to add to your Contacts list.
 3. Press **+Contact**.
 4. Edit name and telephone number, if necessary.
 5. Press **Save**.
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Changing the language

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Language...**
7. Select a display language.
8. Press **Select** or **OK**.
9. Press **Yes** to confirm the selected language.