Avaya one-X Deskphone H.323 9611G Quick Reference Guide

Scrolling and Navigation

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text. The softkey labels will change according to the options available for the selected line. The OK button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the OK button places a call to that person.

Avaya Menu

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

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<th>Options &amp; Settings</th>
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<td>&gt; Network Information</td>
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<td>&gt; VPN Settings</td>
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Options & Settings or Phone Settings allows you to change your call settings, personalize button labels, adjust brightness and contrast, select your ring pattern, and more.

Network Information shows a summary of network-related parameters for your phone and provides diagnostic information.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in. Log Out does not display unless your phone is in an idle state.

Answering and making a call

Answering a call
Answer an incoming call in one of the following ways:

1. 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.
2. If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press Answer or OK. If you are on another call and the telephone does automatically display the incoming call, you can press Ans Hold to automatically put the first call on Hold when you answer the new call.
3. Alternately, you can press Ans Drop to automatically drop the first call when you answer the new call.

Making a call
1. Lift the handset, or press Speaker or Headset (if applicable) 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. If you are not active on the line you want to put on hold, select that line.
3. Press Hold.
4. Press Resume or the line button of the held call to retrieve the call.

Transferring a call
1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press Transfer.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. You can hang up now if you do not want to announce the call. Otherwise, press Complete.
Conference calls
Setting up a conference call (you can add up to 5 participants)
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 history list.
4. When the person answers, press Join or OK to add the person to the existing call.
5. Press Add and repeat these steps to add another person to the conference call.
6. Press Drop at any time to drop the last person added to the conference call.

Dropping a person from a conference call
1. From the Phone screen, press More.
2. Press Details.
3. Select the person you want to drop.
4. Press Drop.
5. Press Refresh.

About Features
Your administrator may also place selected features on softkeys on the call appearance (Phone) screen.

Accessing the Features menu
From the Phone screen, press Right to access the Features menu.
Scroll down to see the features that have been administered for your extension.

Voice Dialing
1. Press Home.
2. Select Options & Settings.
3. Press Select or OK.
4. Select Call Settings.
5. Press Select or OK.
7. Press Change or OK to set the option to on or off. Voice-initiated dialing is set to on by default.
8. Press Save.

Contacts
Adding a new contact
1. Press Contacts.
2. Press New if this is your first contact list entry or press More then New if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the telephone number and press Primary if applicable (Primary is accessed by selecting the More button).
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home). Use right-left-arrows to scroll.
8. If you have another number for this contact, scroll down and repeat steps 5-7
9. Press Save or OK.

Searching for a contact
1. Press Contacts.
2. Using the dial pad, start typing the name for which you want to search.
3. Press Call to call the person or press More then Edit to edit contact information.

Calling a person from the contacts list
1. Press the Contacts button
2. If Voice Dialing is activated, without lifting the handset, speak the name that you wish to dial.
3. Otherwise, select the person or primary number you want to call.
4. Locate the contact you want by starting to type the person’s name as it is listed.
5. Press Call or OK.
Editing a contact
1. Press Contacts.
2. Search for and select the contact you want to edit.
3. Press More then 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.

Call History
Calling a person from call history
1. Press the History.
2. Scroll to the left or right to view a separate list of all, unanswered, answered or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the Call softkey or the OK button.

Adding an entry from the call history to your contacts list
1. Press History.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. Edit the name and telephone number, if necessary.
5. Press Save.

Setting the Phone Screen Width
1. Press Home.
2. Select Options & Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.
6. Select Phone Screen Width.
7. Press Change or OK to change the screen width from Full (each call appearance or feature occupies the entire width of a line) to Half (each call appearance or feature occupies half the width of a line, effectively splitting the screen in half) or Half to Full.
8. Press Save.

Personalize Labels
1. Press Home.
2. Select Options & Settings.
3. Select Application Settings.
4. Select Personalize Labels.
5. Select the label you want to change.
6. Press Edit and enter the new label.
7. Press Save.

Voice Mail Quick Dial
1. Press Message button.
2. Follow the prompts to access your mailbox.

For More Information
Go to www.avaya.com/support for latest support information, including the complete user guide.