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Avaya 9621G/9641G/9641GS IP Deskphones SIP Quick Reference

Icons

General

Icon	Description
	Incoming call alert
	Active call
	Call on hold
	Call forwarding
	Call on mute
	Active EC500 feature
	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates that the user enabled the LNCC feature.
	Indicates that Bluetooth® is enabled, but no device is currently connected.
	Indicates that the phone is paired with and able to communicate with a Bluetooth® enabled headset.

Call history

Icon	Description
	Missed call
	Incoming call that you answered
	Outgoing call

Presence

Icon	Description
	User is available and can communicate.
	User is on a call.
	User is busy.
	User is away from the deskphone.
	User does not want to communicate.
	Out of Office: User is out from the office. Offline: User wants to appear invisible.
	The presence status of the user is unknown or the deskphone is not registered.

MLPP icons

Icon	Name	Description
	Priority	Priority icon for a priority call.
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.

Table continues...

Icon	Name	Description
	Flash Override	Flash override icon for a priority call with highest precedence.

Conference

Icon	Description
	Active conference
	Conference on hold

Answering and calling

Handling calls and conferences using Multiple Device Access

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

1. Initiate a call from your phone.
2. To transfer the call to another phone, tap **Bridge** on that phone.

The bridged call appears on the second MDA phone. The Limited Service icon might appear briefly if your MDA phone joining the call has a different signaling mode address family. This will disappear automatically after the MDA phone joining the call switches and starts using the existing calls signaling mode address family.

Making a call with precedence

Use this procedure to make call with precedence level by manually dialing the extension number or selecting the desired extension from **Favorites**, **History**, or **Contacts**. The call precedence level are categorized under the following options:

- FO: Flash Override
- FL: Flash
- IM: Immediate
- PR: Priority
- Routine: Default value with lowest precedence.

Ensure that your extension is configured with the required level of precedence and your administrator has enabled the Multiple Level Precedence and Preemption feature.

Do one of the following:

Choice Option	Choice Description
Use dial plan configuration.	Dial the prefix digits followed by the extension number. <ul style="list-style-type: none"> * Note: The dial plan configuration is done on the Local Session Controller (LSC) or Enterprise Session Controller (ESC).
Use Priority softkey.	<ol style="list-style-type: none"> Press Priority softkey on the idle line appearance. Select the precedence level on the Precedence Selection screen. Dial the desired extension. <ul style="list-style-type: none"> + Tip: You can also select redial softkey or autodial from the System Number screen. * Note: Configuration is done by setting the parameter <code>ENABLE_PRECEDENCE_SOFTKEY</code>.
Use Priority Call icon.	<ol style="list-style-type: none"> Select Priority Call icon from the Home screen. Select the precedence level from the Precedence Selection screen. Tap Favorites icon and select the desired extension.
Use Settings menu.	<ol style="list-style-type: none"> Tap Settings icon from the Home screen. Select Priority Call. Select the precedence level from the Precedence Selection screen. Select the desired extension from Contacts, History, or Phone buttons.

Routine is highlighted on the call session line if no call is made within five minutes. Also, the precedence level is valid for only one call session.

Transferring a call

- From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
- Tap **Transfer**.
- Dial the number if you know the number or call the person from the contacts list or from the history list.

- If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call. Otherwise, tap **Complete** or press **OK**.

* **Note:**

Your deskphone might receive unanswered transfers as recalled transfers. In this case, you hear a priority ring that is different from a normal ringtone and see the display message `Return` next to the call.

Making an unattended transfer

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

- On an active call, press or tap the **Transfer** softkey. The phone displays the Enter transfer destination screen.
- Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
 - Held Call:** Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
 - Recents:** Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - Contacts:** Displays the contacts list as an option and switches to the Select Transfer Method screen.
 - Cancel:** Terminates the call transfer.
 - More:** Displays more options related to call transfer.
 - Priority:** Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

- Select **Transfer** softkey. Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option. The phone displays the Select Transfer Method screen.
- Select **Talk** softkey.
- To complete the transfer, press the **Complete** softkey. The phone transfers the call to the selected number.

* **Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you

hear a priority ring and see a display message `Return` next to the call.

- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

Making an attended transfer

An attended transfer is when you put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.

- On an active call, press or tap the **Transfer** softkey. The phone displays the Enter transfer destination screen.
- Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
 - Held Call:** Displays the held call line appearances as an option and switches to the Select Transfer Method screen.
 - Recents:** Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - Contacts:** Displays the contacts list as an option and switches to the Select Transfer Method screen.
 - Cancel:** Terminates the call transfer.
 - More:** Displays more options related to call transfer.
 - Priority:** Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.
- Select **Transfer** softkey. Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option. The active call is put on hold, and the second call starts ringing. The call transfer-recipient answers the call.
- To complete the transfer, press the **Complete** softkey. The phone transfers the call to the selected number.

Making an emergency call

If your administrator configured emergency calling for your phone, the Phone screen displays the **Emerg** softkey to dial a preset emergency services number.

* Note:

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone.

! Important:

During phone failover, when the phone switches between system servers due to a system failure, the **Emerg** softkey might not be available until your phone connects to an alternate server. This process might take a few seconds.

1. On the Phone screen, tap **Emerg**.
2. Tap **Yes** when the phone displays a prompt.
3. To end the emergency call, tap **End Call**.

Dialing an E.164 number

1. Tap asterisk (*) twice.
If you are using the **SPEAKER**, the **HEADSET**, or the call appearance line, the phone displays the plus sign (+) softkey on the screen.
2. Dial the number that you want to call.

Call pickup group

Answering a call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset to answer using handset or touch the ringing call appearance line, or tap **Answer** softkey to answer the call 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 tap **Answer**. The phone automatically answers the incoming call and puts the previous call on hold.
- If you have paired a Bluetooth headset for use with the 9641G or 9641GS phone, press the **Answer** button on the Bluetooth headset to answer an incoming call.

* Note:

To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

Answering a call for a call pickup group member

1. From the Phone screen, gain access to the Features screen.
2. Scroll to **Call Pickup** and tap the corresponding line.

Bridged calls

Answering a call on a bridged line

Answering a call on a bridged line is the same as answering the call on a primary line. For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.

1. Tap the bridged call that you want to answer.
The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.
2. Tap **Answer**.

Joining a call on a bridged line

Ensure that the feature is activated by the administrator.

1. Tap the call appearance of the bridged call in progress that you want to join.
2. Tap the **Bridge** softkey or **OK**.

Paging

Initiating a group page

Using the Group Paging feature, you can make a call to a group of users that your system administrator has set up for you. A group page supports only one-way audio. That is, when you initiate a group page, only you can speak. When you initiate a group page, the page continues till you end it. However, the participants can drop out from the page individually.

To initiate a group page, you must know the group pilot number of the group that you are trying to send a page to. To know about the group pilot number, contact your system administrator.

1. Dial the group pilot number.
The extensions in the group that you are calling auto answer the page.
2. Wait for seven seconds before you speak as the phone requires that time to allow an audio path.
3. Touch **End Call** to stop paging.

Call forwarding

Activating Send All Calls

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.

Touching the **Send All** softkey turns **Send All Calls** on, changing the appearance of that softkey to indicate the feature is on. If this feature is already on, touching the **Send All** softkey turns the feature off and the softkey appears normal. You can also turn **Send All Calls** on or off by using the phone Features list.

If you enabled the DND affects SAC option, the phone activates the SAC feature when you manually change the presence status to DND.

* Note:

Do not enable the SAC feature in case you selected the cover all option for the coverage path. Enabling both features at the same time can cause duplicate entries in the call log.

1. Press **Forward** to gain access to the main Forwarding screen. Navigate to the Features screen.
2. Scroll to choose **Send All Calls**.
3. Press **Select** or **OK** or the corresponding line button to activate the feature. Tap **Send All Calls** to activate the feature.

Activating call forwarding

1. Press **Forward** to gain access to the main Forwarding screen.
2. Tap **Call Forward**.
3. Enter the destination number to which you want to forward your calls.
4. Tap **Enter** or **OK** button.

* Note:

You can view the call originator when the call forwarding chain has two or more participants. This feature works if your administrator has configured the related parameter.

Conferencing

Setting up a conference call

1. Select any idle call appearance and dial the first conference participant.

- From the Phone screen, tap **Conference**.
- Dial the telephone number, or call the person from the contacts list, or call the person from the History list.
- When the person answers, tap **Join** to add the person to the existing call.
- To add another party to the conference call, tap **Add**.
- Repeat Steps 3 and 4 to add another person to the conference call.

Adding a person on hold to a conference call

- On the Phone screen, select your active call.
- Press **Conf** or **Add** if you are already in a conference.
- Select the call on hold that you want to add to the conference.
- Press **Resume** to take the call off hold.
- Press one of the following:
 - **Join**
 - **Conf**

Team button

Answering an active call on a monitored extension

- Go to the Features screen.
- Scroll to choose the monitored extension for which you want to answer the incoming call. Tap the entry for the extension for which you want to answer the ringing call.

Options & Settings

Setting up speed dialing

- Press **Main Menu**.
- Tap **Settings > Options & Settings > Assign Speed Dial Entries**.
- Tap the required unassigned line.
- Tap to select the number that you want to assign.

Setting up favorites

Use this task to create a list of favorite contacts or features for quick access. You can include up to nine favorite items in the favorite list.

- Press **Main Menu**.
- Press **Select** to select **Options & Settings > Assign Favorites Entries**.
- Press **Contacts** or **Features** to select and set the favorites.

- Press **Main menu**.
- Press **Select**.
- Press **Select**.
- Select **Language**.
- Select a display language.
- Press **Select**.
- Press **Yes** to confirm the selected language.

Features

Setting up automatic call back

- Gain access to the Features screen when you get a busy signal from the extension that you called.
- Scroll to **Auto Callback**.
- Tap the corresponding line.

Extending a call to your cell phone (EC500)

You can use the Extend Call feature to receive a call that is active on your office phone on your mobile phone. The Extend Call feature uses EC500 Extension to Cellular. You to transfer an office call to your mobile phone and move away from your desk. This feature is programmed by your system administrator.

* Note:

Your administrator can set the destination mobile number.

- During an active call, gain access to the Features screen.
- Scroll to **Extend Call**, and tap to forward the call to your mobile phone.
- Answer the call on your cell phone.
The call remains active on your phone, so you can switch back to your phone at any time.

Activating EC500 for simultaneous ringing on multiple phones

With the EC500 feature, you can program calls in the way that your desk phone and your cell phone ring simultaneously when there is an incoming call. Using this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

- From the Phone screen, go to the **Features** screen.
- Scroll to **EC500**, press **OK** and tap the corresponding line.

Contacts

Adding a new contact

- Press **Contacts**.
- Tap **New**.
- Enter the name using the on-screen keyboard or the dial pad.
- Tap the **check mark** or **Next** button.
- Enter the number. The first number entered is the primary number of a contact. The Contacts list always displays the primary number first.
The contact number can include a-z, A-Z, 0-9, and the following special symbols: comma (,), space, dash (-), dot (.), +, *, #, \$, &, !, ~, ?, +, =, |. A comma (,) inserts a pause during dialing.
- Tap the **check mark** to indicate you finished entering the name and primary telephone number.
The telephone displays your entries in a business card format.
- If you want to track the presence information for this contact, tap the **Track Presence** line. The **Track Presence** option is available only if the system administrator has enabled presence for your extension.
- Take one of the following actions:
 - To change the name, tap the line which contains the name and edit the entry by following Step 3.
 - To change the number, tap that line and edit the entry.
 - To add another number for the contact, tap **Add**. Then tap the applicable icon representing the type of number (Work, Mobile, Home, General). Repeat this step if you want to add another number for the new contact.
 - To return to the Contacts list without saving the new contact information, tap **Cancel**.
 - To change the primary number, tap **Primary**.
- Tap **Save**.

Searching for a contact

Use this task to search for a contact that already exist in your contacts list.

You can jump to a certain group of letters in your contacts list by pressing the associated dial pad button. For example, if you press 3, the phone displays entries starting with D, E, or F depending on the names of contacts that you might have in the contacts list that start

with any of these letters. With each successive dialpad key press, the phone displays the matching entries.

1. Press **Contacts**.
2. Use the dialpad to type the name that you want to search.

If you set up your contacts in the Last Name and First Name format, type the letters of the last name. If you have set up your contacts using a different format, type the most likely letters that matches the contact that you want to find.

Accessing Exchange contacts

1. Press **Contacts**.
2. Tap .

Note:

The **Exchange**  softkey is unavailable if you have not saved any contacts in your Outlook application.

3. To copy a contact from the Exchange server to the contacts list, tap **+Local**.
4. On the Contact Edit screen, specify the name, telephone numbers, and telephone types for the contact.
5. Tap **Save**.

Call parking

Parking a call

1. During an active call, gain access to the Features screen.
2. Tap the corresponding line to choose **Call Park**.
A checkbox is selected and is displayed on screen.

Unparking a call

Use the Call Unpark feature to release a call from the extension at which it was parked, when the extension is part of a coverage or hunt group.

1. From the Phone screen, gain access to the Features screen.
2. Tap the corresponding line to choose **Call Unpark**.
3. Enter the original extension from which the call was parked.
4. Tap **OK** to unpark the call.

Appointments

Reviewing your appointments

Use this task to view your calendar appointments on your phone.

1. On the Phone screen, scroll to choose **Applications > Calendar**.

The phone displays the appointments in the start-time order.

2. Perform one of the following actions:
 - To call the person with whom you have the appointment, tap **Call**.
 - To update the calendar with any new appointments that you have set up on your calendar, press tap **More > Refresh**.
 - If you pressed **More** and want to re-display the previous set of softkeys, press **More** again. If you tapped **More** and want to re-display the previous set of softkeys, tap **More** again.
 - To exit the calendar and return to the Phone screen, press **More > Exit**. To exit the calendar and return to the Phone screen, tap **More > Exit**.

Headset profiles

Long-term acoustic exposure protection

have the long-term acoustic exposure protection, to protect the ears of the users from the acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. In a dynamic setting, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:

Only L100 Series Headsets with RJ9 connector supports long-term acoustic exposure protection, when the headset profile is set to Profile1.

Related links

[Configuring Long term acoustic exposure protection](#) on page 5

Configuring Long term acoustic exposure protection

Use this procedure to configure the long-term acoustic exposure protection feature for your headset to protect from the acoustic exposure.

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

1. Press **Avaya Menu**.
2. Press **Settings**.
3. Scroll to **Options & Settings**, and press **Select**.
4. Scroll to **Advanced Options**, and press **Select**.
5. Scroll to **Long Term Acoustic Exposure Protection**, and press **Select**.
6. Choose one of the following and press **Select**:
 - **Default**
 - **Off**
 - **Dynamic**
 - **8 hours**
 - **4 hours**

Related links

[Long-term acoustic exposure protection](#) on page 5

Setting headset profile

1. Press **Main menu**.
2. Tap **Settings > Options & Settings > Advanced Options > Headset Profile**.
3. Press **Change** or **OK** button to select the profile that matches your headset. Tap to select the profile that matches your headset.
4. Press **Save**. Tap **Save**.

Bluetooth

Enabling Bluetooth

You can use Bluetooth® enabled devices with your 9641G and 9641GS deskphones only. However the Bluetooth® option must be administered for your deskphone by the administrator.

1. Press **Home**.
2. Tap **Settings > Options & Settings > Advanced Options > Enable Bluetooth**.

Setting up a Bluetooth® enabled headset

The Bluetooth® wireless technology is available only for the 9641G and 9641GS deskphones and if the administrator enabled the feature. The deskphone displays the Bluetooth® related options in the menu if the feature is enabled.

You can connect Bluetooth® enabled headsets to the 9641G and 9641GS deskphones. The deskphones support the Bluetooth® headset profile.

In the headset profile, you can use the following features:

- Answer incoming calls
- Drop the active call
- Transfer calls between the headset and the speaker

Pairing a Bluetooth® enabled headset with your phone

Before using your Bluetooth® enabled headset, you must pair the headset with your phone.

You can pair a maximum of 10 Bluetooth® enabled headsets with the deskphones, but you can use only one headset at a time. The deskphone displays the list of available devices and paired devices.

Ensure that the Bluetooth® enabled headset that you want to pair to the phone is in discoverable mode.

1. Press **Home**.
2. Tap **Settings > Options & Settings > Bluetooth Setup**.

The deskphone displays a list of available and paired devices if any.

3. Perform one of the following actions:
 - To pair a headset, tap the required headset from the available devices.
 - To unpair and disconnect a paired headset, under Paired devices, tap **Unpair > Disconn**.
 - To scan for other available devices:
 - a. Tap **Scan**.
 - b. Tap the required device that the deskphone displays after scanning.

Presence

Changing the presence status

The phone displays your presence status on the top line that you can change manually.

1. Press **Main Menu**.
2. Tap **Settings > My Presence**.
3. Tap to choose any of the following options:
 - **Automatic**: To let the phone manage the presence state.
 - **Available**: To show you are available and open for communication.
 - **Busy**: To show you are busy.
 - **Away**: To show you are away from the phone.
 - **Do not Disturb**: To show you are not open for communication.

- **Out of Office**: To show you are out of office.
- **Offline**: To appear invisible. The phone continues to keep the presence subscriptions with the Presence Server. The phone also keeps receiving notifications for the contacts for whom the phone subscribed to watch.

4. Tap **Save**.