Avaya one-X™ Deskphone Edition
for 9650 IP Telephone

Getting Started Guide
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Introduction

Use this guide to start working with your 9650 IP Telephone. It describes how to use the phone’s menus and softkeys, how to make and answer calls, and how to use the built-in Contacts and Call Log applications.

A special feature of the 9650 is the set of auxiliary buttons ("Aux buttons") that provide direct access to bridged extensions, speed dial buttons, and other features. This guide includes detailed explanations of their use.

We've added a list of some common definitions at the end of this guide, in case you are unfamiliar with some of the terms we use. For a complete reference on how your telephone operates go to the Avaya one-X™ Deskphone Edition for 9650 IP Telephone User Guide at http://www.avaya.com/support.

9650 IP Telephone

For More Information:
Go to http://www.avaya.com/support for the latest support information including the user guide for this telephone. Features and auxiliary (Aux) buttons are administered according to your user profile. For questions, contact your system administrator.
Application Buttons, Navigation, and Softkeys

The screen has three application lines that you use to view and manage your calls, your contacts, your call log, and your options and settings.

- Press the **Phone** button to view your calls.
- Press the **Contacts** button to view your contacts list.
- Press the **Call Log** button to see a list of your most recent incoming and outgoing calls.

At any time, one of the application lines is highlighted – with white text on a black background. This is the selected line. Use the **Up** and **Down** arrows on the navigation keys to select a line by scrolling up or down.

The four softkey labels at the bottom of the screen go with the softkeys directly below the screen. They show the available actions for the selected line. Pressing a softkey carries out the action shown on the softkey label.

**Example:** The sample below shows the Phone screen, with an active call on the first application line, which is selected.

The softkey labels show that you can put the call on hold, initiate a conference call, transfer the call, or drop it.

There is a **Line button** to the right of each application line. Pressing a Line button is a shortcut for selecting the line and carrying out a default action. For example, in the Phone screen, pressing the line button next to a line that is not being used takes you dial tone so you can dial a call on that line.

The **OK** button is another shortcut that carries out the default action on the selected line.

For example, when you select (highlight) an entry in your Contacts list, pressing **OK** places a call to that person.

About Aux Buttons

Your phone has two rows of extra, auxiliary buttons, or Aux buttons, below the softkeys. You can use the Aux buttons for call management, speed dial buttons, or features. The Aux buttons go with the Aux button labels on the bottom two rows of the screen. The Aux button labels show the function of each of the Aux buttons.

There are two sets, or pages, of Aux buttons. Use the **Aux Shift** button, located to the right of the Aux button labels, to switch between the two pages of Aux buttons.

The particular features available on your Aux buttons depend on how your system administrator has set up your phone.

Each Aux button has an LED, which is illuminated if a call appearance or feature assigned to that button is active. The Aux Shift button also has an LED, which is illuminated if there is a call on one of the Aux buttons on the alternate, “hidden” page.

**Example:** if Aux buttons 1-8 are currently visible and you have a call on Hold on the Aux button # 9, the Aux Shift LED will be illuminated.

- Press the **Aux Shift** button to bring up the second page of Aux buttons so you can see button # 9.
Example: Two “Pages” of Aux Buttons

This first page of 8 Aux buttons has bridged extensions and EC500 features.

This second page of 8 Aux buttons has speed dial buttons for Sue, Helen, Rachel, and Steve on the first line and, Directory features (Dir, Next, Make Call), and a Priority calling feature on the second line.

Aux Buttons and Bridged Lines

Aux buttons are particularly useful for monitoring and managing other people’s extensions, for example, for answering your boss’s calls. If an Aux button has a bridged line associated with it pressing the Aux button is the same as selecting the line directly and pressing the line button.

- If a line is on Hold, pressing the Aux button resumes the call.
- If a line is ringing, pressing the Aux button answers the call.
- If your boss or someone else for whom you have a bridged extension is on the line (Aux button LED is lighted), you can press that Aux button to join the call. For example, when the bridged extension is in use, and you get an incoming call to that same line, you can conference the caller into the existing call.

Note: Use the Aux button for anything you need to do with a bridged line – to answer a call, to resume a call on hold, or to join an existing call. Use the Aux button LED and the icon on the Aux button label to view the status of a bridged line.

Making and Answering Calls

Use the Phone screen to view and manage calls.

Press Phone button to view the main Phone screen at any time.

Select the call appearance you want to deal with and use the sofkeys or the line or OK button to choose an action.

If you have more than three call appearances (for example, if you use bridged appearances to monitor your boss’s extension) you may need to scroll or use the Aux buttons to get to the line you want.

Answering an Incoming Call to Your Own Extension:

If you are not on another call: Lift the handset or press the line button next to the incoming call.

You can also press Speaker or Headset to answer an incoming call.

If you are on another call: From the Phone screen, press the Phone button to move to the top of your call appearance list to answer your primary line and/or scroll to the line with the incoming call. Then press Answer or OK or press the line button next to the incoming call.

Answering an Incoming Call to a Bridged Line:

- The Prompt Line shows which extension the call is for.
- The Call Line shows who the call is for.
- Softkey actions: Answer call, Send to voicemail, Turn off ringing.
- Ringing icon shows that the incoming call is on the 3rd Aux button (Ext. 30763).
If an Aux button is flashing, press that button or press the Answer softkey.

1. If the Aux Shift button is lit, the incoming call is on the “hidden” page of Aux buttons.
2. Press Aux Shift to view the hidden page then press the flashing Aux button of the incoming call.

Making a Call

1. Lift the handset or press Speaker or select an available line or an idle Aux button and press OK.
2. Dial the number you want to call.

Putting a Call on Hold

1. If it’s not already highlighted, select the call you want to put on Hold by pressing the line button or Aux button or by scrolling to it.
2. Press Hold.
3. Press Resume or OK to retrieve the call.

Transferring a Call

1. If it’s not already highlighted, select the call you want to transfer by pressing the line button or Aux button or by scrolling to it.
2. Press Transfer.
3. Dial the telephone number, or use Contacts or Call Log to place the call.
4. Press Complete to transfer the call.

Conference Calls

Setting up a conference call:

1. Start with an active call and press Conf.
2. Dial the second party, or use Contacts or Call Log to place a call.
3. When the party answers, press Join to add the person to the existing call and establish the conference connection.

Adding a person on hold to a conference call:
1. Start with an active call. If it is not highlighted, press the line button or Aux button or scroll to it.
2. Press Conf.
3. Select the call on hold that you want to conference and take it off hold by pressing Resume or by pressing the line button, the Aux button, or OK.
4. Press Join to add the person to the conference call.

Dropping a person from a conference call:
1. Select the conference call and press the More softkey, then Details to see the parties on the call.
2. Select the person you want to drop.
3. Press Drop.

Features
Your administrator may assign specific features you use frequently to your Aux buttons – for example, Send All Calls, Directory/Next/Make Call, or Call Forward, and Send All Calls.
The screen below has autodial entries (Speed Dial or Abbreviated Dial numbers) administered on the first row of Aux buttons, and features administered on the second row of Aux buttons.

Forwarding Calls to another extension (Send All Calls Feature):
1. Press the Send Calls Aux button to turn forwarding on or off.

Using the Directory Feature to Call Someone:
1. Press the Directory Aux button.
2. Use the dialpad keys to start spelling the last name of the person you want to call.
3. Press each dialpad key one time for each corresponding letter.
   For example, for “Hill,” press 4, 4, 5, 5.
4. Select the Next Aux button to view the next name alphabetically in the directory, if necessary.
5. Select the Make Call Aux button when you see the name you want.
Contacts
Press Contacts to show the Contacts screen.

Calling a person from the Contacts list:
1. Select the person or number you want to call.
2. Press Call or OK or the corresponding line button.

Adding a new contact:
1. Press New.
2. Enter the name using the dialpad.
3. Select the next field.
4. Enter the telephone number.
5. Press Save or OK.

Call Log
Press Call Log to show the Call Log screen

Calling a person from the call log:
1. Select the person or number you want to call.
2. Press Call or OK.

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

Using the Button – the Avaya Menu
Use the Avaya Menu to adjust and customize options and settings for your telephone, to access additional Web-based applications, to get information about your phone settings or network settings, and to log out. The choices you see when you press the Menu button depend on whether or not your administrator has set up Web (WML) applications for your phone.

For example, to adjust the brightness or contrast of your screen, press to go to the Avaya Menu and scroll down to Screen & Sound Options and press Select or OK. Choose Brightness… or Contrast… and press Change or OK.

Note: On menus with WML applications, select Phone Settings to access the standard telephone Options & Settings menu shown on the screen to the right.
Tip: If you want to make sure that you see the Phone screen whenever a call comes in, use the Menu button to access Options & Settings. Select Call Settings and check that the “Go to phone on ringing” option is set to “On.”

### Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
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<tbody>
<tr>
<td>Aux buttons</td>
<td>Auxiliary buttons. Your administrator can program up to 16 additional bridged extensions, abbreviated dial buttons, or features on these buttons. Aux buttons function just like a built-in button module, to expand your telephone’s capability. Eight Aux buttons are visible at a time.</td>
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<tr>
<td>Aux Shift button</td>
<td>Shifts, or toggles between the two pages of Aux buttons.</td>
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<tr>
<td>Bridged Call Appearance</td>
<td>Additional extensions you can answer, monitor, and manage from your telephone. Also called a bridged extension.</td>
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<tr>
<td>Call Appearance</td>
<td>A telephone line for outgoing/incoming calls.</td>
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<tr>
<td>Feature</td>
<td>An added telephone capability such as Abbreviated Dialing (AD), Call Forwarding, or Telephone Directory. Your system administrator assigns features to your phone.</td>
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<tr>
<td>Primary Line or Call Appearance</td>
<td>Your own telephone extension.</td>
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<tr>
<td>SAC</td>
<td>Abbreviation for Send All Calls, a feature that allows you to forward calls to another extension. SAC is often administered on an Aux button.</td>
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<tr>
<td>Softkeys and Softkey Labels</td>
<td>Softkeys are the buttons located directly below the screen that you use to perform an action. Softkey labels are located at the bottom of the screen. They show the actions for the corresponding softkeys. For example, Call and Conf (Conference) are two softkeys you might see on the Phone screen.</td>
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<tr>
<td>Speed Dial</td>
<td>Administered feature buttons (abbreviated dial or autodial) that assign telephone numbers to buttons for quick dialing.</td>
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