

TELEPHONE & VOICEMAIL USER GUIDE

AVAYA

9641 HANDSET



These icons are displayed on the phone screen:



Ring indicates an incoming call is arriving on this line.



Active indicates the line is in use.



On Hold/Hold indicates a call is on hold on this line.
Or that this line's call was put on hold pending a conference or a transfer.



Missed Calls precedes the number of missed calls in the call log.



Call Forward is active.

Home	Description/Actions
World Clock (not activated)	<ul style="list-style-type: none"> • Touch the “World Clock” icon on the screen. • Use the “Add” button to add the location of the time. • Using the keypad on the screen, type in the postcode or the name of the location. If multiple locations are identified, select the location and country from the list. • If the time has already been added, press the location and further information such as date and weather will appear. • Use the “Back” button to go back to the previous screen.
Weather (not activated)	<ul style="list-style-type: none"> • Touch the “Weather” icon on the screen • Use the “Locations” button on the screen to add the location. • Using the keypad on the screen, type in the location. If multiple locations are identified, select the location and country from the list. • Select “metrics” to display temperature in degree Celsius or “English” to display temperature in Fahrenheit. • Weather will display. Press “Refresh” to refresh display.
SETTINGS	<ul style="list-style-type: none"> • Press “Home” button. • Touch the screen to select “Settings”. • Then touch ‘Options and Settings’ and choose your desired option • Call Settings: Set the redial option; set the phone display screen upon answering or calling option; set the display of call timers; set visual alerting; and set the audio path. • Application Settings: Set call log, personalize button labels or reset default button labels. • Screen and Sound Options: Set brightness; set contrast; set personalized ringing and Show Quick Touch Panel

Buttons	Description/Actions	
NAVIGATION	<ul style="list-style-type: none"> • Touch screen to make your selection. • Press the 'Home' button to access Phone Settings and web based icons. • Press the 'Phone' button to view the main Phone screen. 	
CONTACTS	<p>To Add a Contact:</p> <ul style="list-style-type: none"> • Press the "Contacts" button. • Press the "New" soft key. • Enter the name and phone number of the new entry. • Press the "Save" soft key • Press add to favorites if the contact needs to appear as a one touch on the Home screen 	<p>To Access:</p> <ul style="list-style-type: none"> • Press the "Contacts" button. Press the letter or use the up and down soft arrows to find the contact you wish to dial, then touch the contact on the screen to call them. <p>You can save up to 250 names & numbers.</p>
HISTORY	<p>Your telephone maintains a log of up to 90 calls to/from your phone. Details are available for up to 30 outgoing, incoming (answered) and missed calls.</p> <ul style="list-style-type: none"> • To call a party listed in the Call Log, press the "History" button. • Touch the screen to select which Log - Missed, Outgoing, Answered • Touch which party you would like to call. • Press the "Arrow" soft key to the right of the time/date shown in the Log to display more details of the party. • To add a number from the Call Log to your Contacts press '+Contacts' 	
MESSAGE	Press the " Message " button to retrieve your voicemail messages.	
PHONE	Pressing the " Phone " button exits the current call feature or menu and returns to the call screen. To access the phone feature list, touch 'Features' on the screen.	
FORWARD	Press the " Forward " button to display the forwarding menu for your extension.	
HEADSET	<ul style="list-style-type: none"> • To activate, press "Headset" button to use headset (red light is lit) • To deactivate, press "Headset" button. 	
SPEAKER	If speaking through the handset and you wish to put a call on 'hands-free', press the " Speaker " button and replace handset.	
VOLUME	Press the volume controls to adjust the volume of the ringer, handset, headset or speaker.	
MUTE	Press the " Mute " button to deactivate your phone's microphone. Red light on " Mute " indicates that your voice cannot be heard. Press the " Mute " button again to continue talking.	

Soft Keys	Description/Steps
REDIAL	<ul style="list-style-type: none"> • Touch “Redial” soft key (phone can be set to re-dial last number called OR display list of last 6 numbers dialed). • If list is displayed, use arrow keys to highlight number and press “OK” key to call OR touch appropriate line button.
SEND ALL	<p>To divert all calls to your cover path (e.g. Voicemail).</p> <ul style="list-style-type: none"> • To activate press “Send All” soft key. • To deactivate press “Send All” soft key.
HOLD	<ul style="list-style-type: none"> • Press the “Hold” soft key. Original held call appearance becomes shaded. • To retrieve caller, press the “Resume” soft key.
CONFERENCE (up to 6 parties)	<p>With the first caller on line (incoming or outgoing, internal or external call):</p> <ul style="list-style-type: none"> • Press the “Conf” soft key. The call is placed on hold and next available line appearance is selected. • Dial the number of next required party (internal or external) If you dial an incorrect number, touch the “Clear” soft key to clear the dialed number & give you dial tone again - you can then dial another number. <p>If <i>answered</i>, touch the “Join” soft key (all 3 parties are connected) If <i>not answered</i>, press the “Cancel” soft key to return to the original call.</p> <p>Repeat the above procedure using the “Add” soft key to connect additional parties (maximum of 6 including you) to the conference.</p> <p>Once the conference call is in progress, as the initiator, you can press the “Drop” soft key to disconnect the last party that you added to the conference.</p>
TRANSFER	<ul style="list-style-type: none"> • Press the “Transfer” soft key, dial the extension number & introduce call. • Press the “Complete” soft key to complete the transfer. (if you do not press complete the call will stay on your phone) <p>If you have made an error dialing the number:</p> <ul style="list-style-type: none"> • Press the “Clear” soft key to clear the dialed number & give dial tone again. You can then dial another number. <p>If no answer or busy:</p> <ul style="list-style-type: none"> • Press “Drop” soft key, you will hear dial tone so that you can dial another number to transfer to again, or • Press call appearance to retrieve original caller. <p>If no answer or busy and you wish to retrieve the call:</p> <ul style="list-style-type: none"> • Press the “Cancel” soft key to return to the original call.
DROP	<p>Press the “Drop” soft key to disconnect a call and retain the line for further use if required. The “Drop” soft key is also used to disconnect the last party added to a conference call if you are the initiator of that conference call.</p>
CLEAR	<p>The “Clear” soft key can also be used to clear numbers on initiating a call if entered incorrectly.</p>

Features	Description/Steps
PLACING A CALL	External: Lift handset or press " Speaker " then dial 0 followed by the number. Internal: Lift handset or press " Speaker " then dial the 5 digit extension number.
CALL PICK-UP	<ul style="list-style-type: none"> Press "Call Pickup" to answer another ringing phone from your pick up group.
CALL FORWARD AND CALL FORWARD ENHANCED	<p>A diversion for <u>all calls</u> to another destination (e.g. another extension).</p> <ul style="list-style-type: none"> To activate, press "CFrwd" button. Dial number where calls are to be diverted to (remember to include a '0' if it is an external number) (3 confirmation tones). To deactivate, press "CFrwd" button. <p>Enhanced call forward allows the user to specify a different destination for internal and external calls if required. Follow prompts on the screen.</p>
DIRECTORY, NEXT & MAKE CALL	<p>To access the internal telephone directory to find names & extension numbers:</p> <ul style="list-style-type: none"> Press the "Directory" button. Enter the <u>surname</u> using telephone keypad. (not like text messaging) Press "Next" to scroll through the matching entries. Press "Make Call" to call the name shown on the display.
SPEED DIAL	Press the " Speed Dial " feature button followed by the 3 digit code to dial preprogrammed numbers such as mobiles or other offices.
CALL PARK & RETRIEVE	<ul style="list-style-type: none"> To park a call, press the "Call Park" button and HANG UP. The call will then be parked to the extension number that you used to park the call from. To retrieve a parked call Press the "Park Retrieve" soft key, followed by the number of the extension where the call was originally parked. The call will then be delivered to the extension that you are currently on.

Home Options		
LOGGING OFF THE PHONE EXTENSION ('HOME' button)	<ul style="list-style-type: none"> Press "Home" button. Use up and down arrow keys and touch "Log Out". Press "OK" button or "Log Out" soft key. Press "Log Out" soft key to confirm. 	<p>Reinstating the Phone After a Logoff</p> <ul style="list-style-type: none"> Using the dial pad, enter your Extension number, then press "Enter" soft key. Using the dial pad, enter your Password, then press "Enter" soft key. (Your password is the same as your extension number)

Additional Feature Buttons (where programmed)

TEAM BUTTON	<p>The TEAM button has a number of functions:</p> <ul style="list-style-type: none">• Display: Shows when the monitored extension is active on a call.• Notify/Pickup: The TEAM button will ring when there is an incoming call to the monitored extension. Pressing the TEAM button once will display the incoming caller, pressing again will answer the call.• Call: When the TEAM button is pressed, it acts as a speed dial to call the extension. <p>Note: you can change the display name of this button through “Options & Settings – Application Settings – Personalise button labels”</p>
BUSY INDICATOR	<p>The “Busy” button shows when the monitored extension is active on a call. When the “Busy” button is pressed, it acts as a speed dial to call the extension.</p> <p>Note: you can change the display name of this button through “Options & Settings – Application Settings – Personalise button labels”</p>
EXTENSION TO CELLULAR – EC500 & EXTEND CALL	<p>Extension to Cellular (EC500) allows your mobile to function as an extension of your office phone. When EC500 is active incoming calls will ring on both your office extension & your mobile phone. To activate EC500:</p> <ul style="list-style-type: none">• Press the “EC500” button.• Incoming office calls will now ring on both your extension & mobile phone.• To deactivate, press the “EC500” button. <p>EC500 enables you to switch calls between your office & mobile phones when you are in the office. To move an active call from your mobile to your office phone:</p> <ul style="list-style-type: none">• Press the active line appearance on your office phone.• As you are now conferenced on the call, hang up on your mobile phone. <p>To move an active call from your office phone to your mobile phone:</p> <ul style="list-style-type: none">• Press the “Extend Call” button on your office phone.• When your mobile rings, answer the incoming call.• As you are now conferenced on the call, hang up your office phone.

AUDIX

Setting up Your Audix Voice Mailbox

ACCESSING YOUR VOICE MAILBOX:	<ul style="list-style-type: none"> • Press the “Message” button on your phone • When prompted, enter your mailbox (extension) number then press # [If you're at your phone you don't have to enter your mailbox number] • When prompted for your password, enter “12121” then press #.
RECORDING YOUR NAME:	<ul style="list-style-type: none"> • If you wish you can re-record your name instead of using the system voice. Choose option 5 from the main menu and option 5 again. • Follow the prompts to record & save your name recording.
RECORDING YOUR PERSONAL GREETING	<ul style="list-style-type: none"> • Press 3 to “Administer Personal Greetings” [you will hear that “For all calls the system greeting is active”] • Press 1 to “Create, Change or Delete a Greeting” • Press 1 to select Personal Greeting 1 [you can have up to 9 different greetings recorded] • Record your message after the tone. • When you are finished recording, press 1 • Press 2 then 3 to hear your greeting [If you wish to re-record your message press *3 to delete then 1 to re-record] • When you are happy with your recording press # to confirm. • Press 1 to “Use this greeting for all calls”
EXITING:	To exit the voicemail system either hang up or press **9 .

Retrieving your Voicemail Messages

When someone leaves a message in your voicemail box, the Message Indicator at the top of your telephone handset will light up red to show that you have voicemail messages waiting ...

ACCESSING YOUR VOICE MAILBOX:	<ul style="list-style-type: none"> • Press the “Message” button on your phone or If you're out of the office call (07) 4781 5000 from Townsville or from Cairns call (07) 4042 1400. • When prompted, enter your mailbox (extension) number then press # [If you're at your phone you don't have to enter your mailbox number] • When prompted for your password enter “12121” then press #. 									
PLAYING YOUR MESSAGES:	<ul style="list-style-type: none"> • Press 2 to “Receive Messages” • You will hear the message header being played – date, time, number, duration of the message. • Press 0 to listen to the message. • When finished listening to the message, press *3 to delete the message or press # to skip to the next message header. • When finished listening to all messages, hang up or press **9. 									
PLAYBACK CONTROLS:	While playing messages the following controls are available: <table style="width: 100%; border: none;"> <tr> <td style="padding-right: 20px;"><i>Rewind</i>..... 2</td> <td style="padding-right: 20px;"><i>Skip Back</i> 5</td> <td><i>Slower</i>..... 8</td> </tr> <tr> <td style="padding-right: 20px;"><i>Pause/Resume</i>..... 3</td> <td style="padding-right: 20px;"><i>Skip Forward</i> 6</td> <td><i>Faster</i> 9</td> </tr> <tr> <td style="padding-right: 20px;"><i>Louder</i> 4</td> <td style="padding-right: 20px;"><i>Quieter</i>..... 7</td> <td><i>Replay</i> 0</td> </tr> </table>	<i>Rewind</i> 2	<i>Skip Back</i> 5	<i>Slower</i> 8	<i>Pause/Resume</i> 3	<i>Skip Forward</i> 6	<i>Faster</i> 9	<i>Louder</i> 4	<i>Quieter</i> 7	<i>Replay</i> 0
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Details on all features & functions of your voicemail system can be found on the next page ...

Navigation Menu (Audix)

AVAYA

