Avaya 9408 User Guide

UW-IT

Quick Reference Guide
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## Description of Icons on the Display

Icons are provided in the telephone display to indicate call status and navigation choices. The icons that appear in the phone display are described below.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗</td>
<td>Missed call.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming call is ringing.</td>
</tr>
<tr>
<td>🗳️</td>
<td>Call is active.</td>
</tr>
<tr>
<td>📦</td>
<td>Call is on hold.</td>
</tr>
<tr>
<td>📣</td>
<td>History incoming call.</td>
</tr>
<tr>
<td>←‡</td>
<td>History outgoing call.</td>
</tr>
<tr>
<td>← or →</td>
<td>Indicates feature button is active.</td>
</tr>
<tr>
<td>← or →</td>
<td>Scroll left or right for other options.</td>
</tr>
<tr>
<td>↑ or ↓</td>
<td>Scroll up or down for other options.</td>
</tr>
</tbody>
</table>
Making and Receiving Phone Calls

When you receive an incoming call, the incoming call is usually selected automatically. If you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

Answering a Call

1. If you are not on another call, lift the handset, or
   a. Press Speaker to answer using the speakerphone, or
   b. Press Headset to answer using the headset.
2. If you are on another call, press the button next to the line with the incoming call. Your original call will automatically be placed on hold.
3. You may now switch between your original call and your second call. Each party will always be placed on hold until you return to them.

Making a Call

1. Lift the handset, or press Speaker or select an available line.
2. Dial the telephone number, or use the Contacts list or History of calls made/received by this phone.
   Note: See pages 7-8 for detailed use of your Contacts or History buttons.

Redialing a Number

1. From the Phone screen, press Redial.
   Note: The last number you dialed will now be called and will appear in the top left of your display.
   Redial will work for both internal and external calls.

Putting a Call on Hold

1. Press the Phone to view the main Phone screen, if necessary.
2. Select the line you want to place on hold.
3. Select the Hold button where it appears on the display. The light next to the line will flash.
4. Press the button next to the line again to retrieve the call.

Transferring a Call

1. Press the Phone to view the main Phone screen, if necessary.
2. Select the line you with your active call that you wish to transfer.
3. Press Transfer. Your caller will be placed on hold, and a second line will be activated.
4. As if dialing it directly yourself, dial the telephone number you will transfer your caller to. You may use your Call History or Contacts to dial the number as well.
5. Press Transfer again to complete the transfer.
   Note: Prior to transfer, you may speak privately with your second dialed call, if needed.
Muting a Call

1. Press Mute during a call so that the other person cannot hear you.
2. Press Mute again to unmute the call.
   
   Note: If a call is on Mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

Conference Calls

You can use conference calls to speak with up to five other people internal or external on the same call.

Making a Conference Call

1. Press Phone to view the main Phone screen, if necessary.
2. Select the line of your active call, then press Conf.
3. Dial the telephone number, or use the Contacts list or History of outgoing calls.
4. Press Conf to add the person to the existing call.
   
   Note: See pages 7-8 for detailed use of your Contacts or History button.

Adding a Person On Hold to Your Conference Call

5. From the Phone screen, select your active call.
6. Press Conf.
7. Select the call on hold that you want to add to the conference.
8. Press Conf to take the call off hold.
9. Your person has now been added to the conference call.

Placing a Conference Call On Hold

1. Press Hold during a conference call.
   
   Note: When your conference call is on hold, the other parties can still talk to one another.
2. To resume the call, press the feature button next to the line that is conferenced.

Muting a Conference Call

Note: If a Conference Call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the other parties can talk to one another, but you will not be heard.

1. Press Mute during a Conference Call so the other parties cannot hear you.
2. Press Mute again to unmute the call and allow other parties to hear you.
The History Log

Viewing the History log

1. Press **History** button.
2. Scroll right or left to view separate lists of your Answered, Outgoing, or Missed calls.
3. Scroll up or down to view the numbers in a list.
4. Press **Details** to view details about the highlighted call.
   
   **Note:** You can go to the top of the list by pressing **History** button again.

Calling a Person in the History log

1. Press **History** button.
2. Scroll right or left to change to All, Missed, Outgoing, or Answered lists.
3. Scroll up or down to the person or number to call from the selected list.
4. Press **Call** or **OK** to dial the highlighted selection.

Adding an Entry from the History Log to Your Contacts

1. Press **History** button.
2. Scroll right or left to view separate lists of your Answered, Outgoing, or Missed calls.
3. Scroll up or down to view the numbers in a list.
4. Press **+Contact** to add the highlighted selection.
5. Edit name and telephone number, as desired.
   
   **Note:** When dialing externally you must dial a “9” first.
6. Press **Save**.

Removing an Entry from the History Log

1. Press **History** button.
2. Scroll right or left to view separate lists of your Answered, Outgoing, or Missed calls.
3. Scroll up or down to view the numbers in the selected list.
4. Stop at the number you want to delete and press **More**, then press **Delete**.
5. Press **Delete** again to confirm, or press **Cancel** if you do not want to delete it.

Clearing Entries from the History Log

**Note:** Clearing the “All Calls” list from the History log deletes **all** of the entries in **all** lists. If you are viewing only the Outgoing Calls list, then only outgoing calls are deleted from the call log.

1. Press **History** button.
2. Scroll right or left to view separate lists of your Answered, Outgoing, or Missed calls.
3. Stop at the list you want to clear.
4. Press **More**, then **Clear All** to delete all of the entries in the list you are viewing.
5. Press **Clear All** again or **OK** to confirm.
Turning On/Off Call Logging

*Note: You can turn call logging on or off.*

1. Press **Home** button.
2. Scroll to and then select **Application Settings**.
3. Scroll to select the logging type desired, then press **OK** or **Change** to switch on or off.
4. Press **Save**.

Contacts

*Note: You can save up to 100 names and telephone numbers in your list of Contacts.*

Calling a person from the Contacts list

1. Press **Contacts**.
2. Scroll down to browse all contacts or type the first letter of the contact’s name.
3. Select the person or number.
4. Press **Call** or **OK**.

Viewing Contacts details

1. Press **Contacts**.
2. Scroll down to browse all contacts or type the first letter of the contact’s name.
3. Select the contact to view.
4. Press **Details** to see information for that contact.

Adding a new contact

1. Press **Contacts**.
2. Press **More**, then press **New**.
3. Enter the **Name** using the dial pad.
   a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed. The number zero is used as a space key.
   b. Pause before entering the next character if the characters are on the same key.
   c. To change between upper and lower case letters, press **More**, then press **Abc**.
   d. Press **Bksp** to delete the last character.
4. Scroll down to the **Number** field.
5. Enter the telephone number as if you were dialing it directly (dial 9 for outside calls, etc).
6. Press **Save**.
Editing a contact

1. Press Contacts.
2. Scroll down to browse all contacts or type the first letter of the contact's name.
3. Select the contact to edit.
5. Select the Name or Number field to edit it.
6. Use the dial pad and softkeys to make changes to the contact information.
7. Press Save.

Deleting a contact

1. Press Contacts.
2. Scroll down to browse all contacts or type the first letter of the contact's name.
3. Select the contact to edit.
5. Press Delete again to confirm.

Note: If you press Cancel prior to pressing Delete, your contact information will not be removed.

Options and Settings

Setting Phone Screen on Calling

Note: When the Show Phone Screen option is turned on, and an incoming call arrives, the display will exit the Contacts, History, or any menu that is open. If you want to remain in the menu that is open when an incoming call arrives, turn this option off.

1. Press Home button.
2. Scroll to Call Settings.
3. Press Select or OK.
4. Scroll to Show Phone Screen.
5. Press Change or OK to switch on or off.
6. Press Save.

Setting Visual Alerts

Note: When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

1. Press Home button.
2. Scroll to Call Settings.
3. Press Select or OK.
4. Scroll to Visual Alerting.
5. Press Change or OK to switch on or off.
6. Press Save.
Changing the ring pattern

1. Press **Home** button.
2. Scroll to **Screen & Sounds**, then press **Select** or **OK**.
3. Scroll to **Personal Ringing**.
4. Press **Change** or **OK** to hear the 8 available ring patterns.
5. Press **Save** to use the ringing pattern you are listening to.

Voice Mail

Logging into Voice Mail

1. To log in to your voice mail, press the **Message** button or dial 7-9898.
2. Follow the prompts.
   
   *Note: Depending on your specific voice mail settings, you may be asked to enter your mailbox number and/or password.*

Sending Calls Directly to Voice Mail

1. Press **Phone** to view the main Phone screen, if necessary.
2. Scroll left or right to view phone features.
3. Select **SendAllCalls** button to send all incoming calls directly to voice mail.
4. The light next to **SendAllCalls** is now on and a triangle ► also appears to show the feature is on.
5. To turn **SendAllCalls** off, push the button again. The light and triangle ► will go away.