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## TELEPHONE TIPS

A Reference & How-to Guide for the Avaya MultiVantage®  
Telephone System

*Avaya one-X®*

96xx Model IP-Telephones

(Communication Manager Release 5.x)

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Issued 10-24-08



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**Extension Format and Inter-office Dialing:**

Telephone extensions at Emory are 5-digits

- You must dial 5-digits when calling extensions
- Direct Dial Numbers are:

<b>DIRECT DIAL</b>	<b>EXTENSION/5-DIGIT DIAL</b>
○ 404-251-xxxx	1-xxxx
○ 404-712-xxxx	2-xxxx
○ 770-784-xxxx	4-xxxx
○ 404-616-xxxx	5-xxxx
○ 404-686-xxxx	6-xxxx
○ 404-727-xxxx	7-xxxx
○ 404-778-xxxx	8-xxxx



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**Telephone Models and Sizes:**

- 9620
  - 12-Feature/Call Appearances
    - No Feature/Call Appearance Buttons – Must use Navigator
- 9630
  - 24-Feature/Call Appearances
    - 6-Feature/Call Appearance Buttons
      - Use Navigator to scroll to remaining Appearances
- 9640
  - Color Display Version of 9630. Otherwise the same as 9630
- 9650
  - 24-Feature/Call Appearances
    - 3-Feature/Call Appearance Buttons
      - Use Navigator to scroll to remaining Appearances
    - 8-Auxilliary Feature/Call Appearance Buttons
      - Auxiliary Shift button provides ability to make the 8-Auxiliary Buttons work as 16-buttons
- SBM24 – Button Expansion Module
  - 24-Feature/Call Appearances
    - Supported on all but the 9620 phone
    - A maximum of 3 Modules can be assigned to a single phone
- HIS – Headset Connector
  - Supports Headsets with “quick disconnect” connector
- Common Functions & Fixed Buttons
  - Message Waiting Lamp
  - Voice Mail access button
  - Navigator arrow & OK buttons
  - Contacts, Menu, & Call Log buttons
  - Phone/Exit button
  - Speaker Phone & Mute buttons
  - Impaired Hearing Volume Control for Receiver
  - Redial soft/key button
  - Headset on/off button
  - Adjustable Tilt Screen
  - Two-position adjustable stand (upright/reclining)
  - Wideband Audio support on point-to-point calls between 96xx series phones on the same Telephone System
  - Wall Mountable

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**Telephone Stand and Display Adjustment:**

- The telephone can be placed in either an upright or reclining position by flipping the back support. The display can be tilted forward to reduced glare
- The examples below show the two different settings for the phone stand



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### Telephone Overview – Multi-Line/Feature Button Sets:

#### 9620 SET



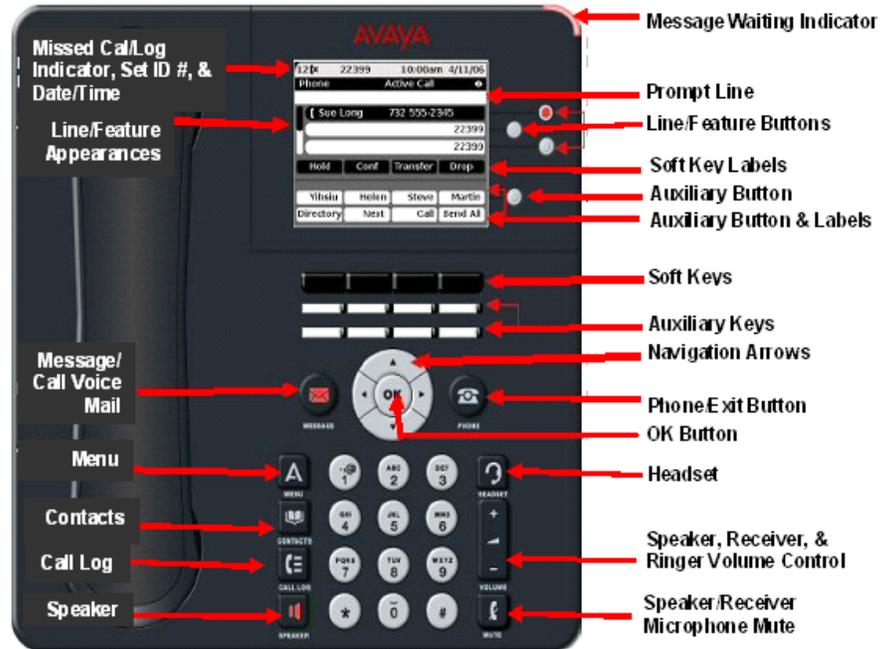
#### 9630 SET



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**Telephone Overview – Multi-Line/Feature Button Sets: (concluded)**

**9650 SET**

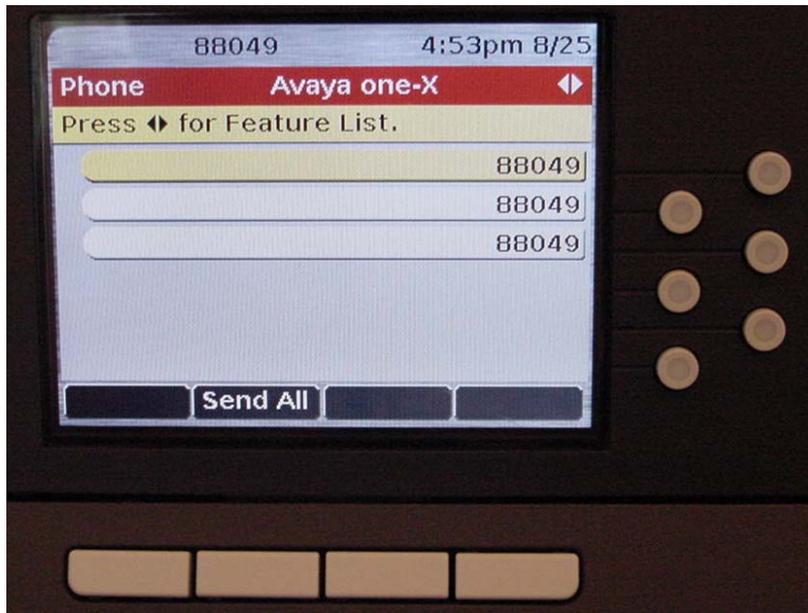


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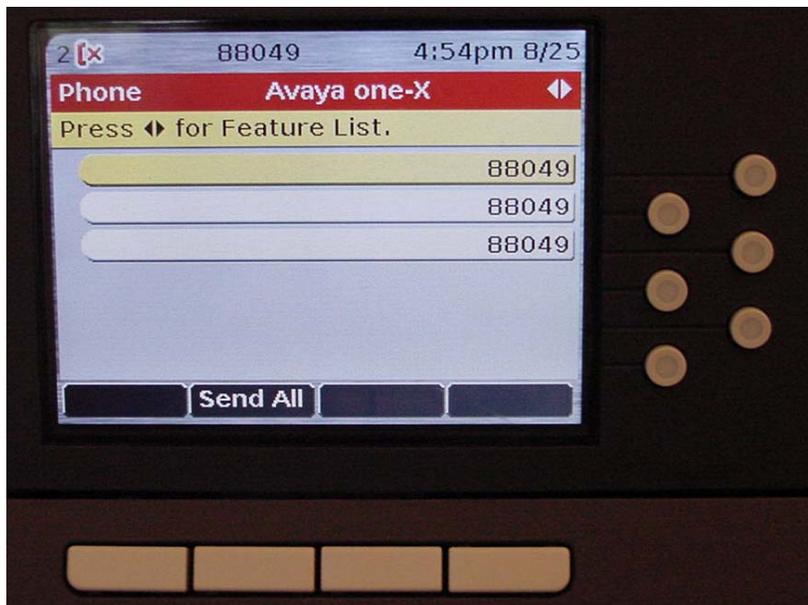
**NAVIGATING THE PHONE:**

**Set ID and Call Log Display:**

- When the phone is not in use, the top of the display provides the Set ID (88049 shown below) on the left side and the Time /Date on the right side of the display



- When a call has been recorded in the Log, the left corner of the display provides a symbol and the number of new calls in the log (2-calls shown below)



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**NAVIGATING THE PHONE: (continued)**

**Display Page Functions:**

- The phone has two pages of information. The default/1<sup>st</sup> page provides all of the extensions/lines assigned to the phone. The second page provides all of the features & intercoms assigned to the phone. A phone is typically administered with three appearances of the extension assigned to the phone (your extension)
  - In the example below, extension 36100 is the extension assigned to the phone and has three appearances
  - Extension 36101 is also administered on the phone and might be a departmental main number or a bridged number from someone else's phone
  - One extension appearance of your extension is automatically reserved by the system for outgoing and/or incoming Intercom calls. The actual button selected by the system for outgoing calls varies depending on which buttons you have active calls

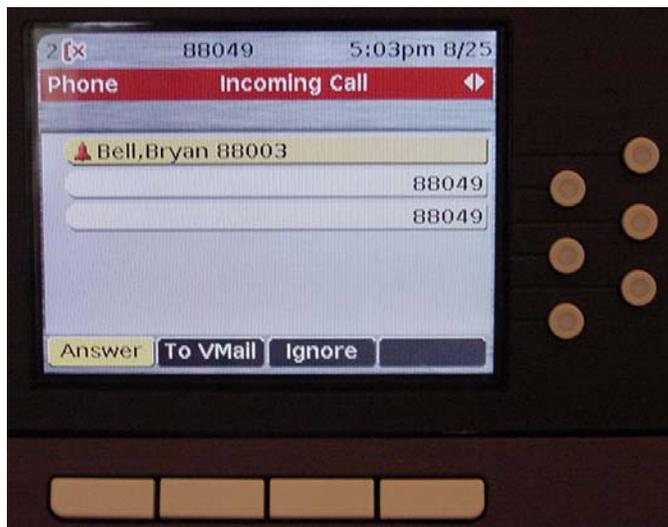


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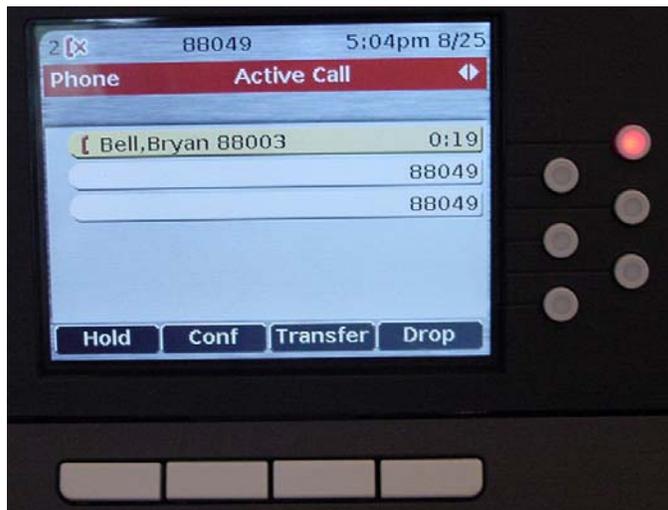
**NAVIGATING THE PHONE: (continued)**

**Incoming Call Display:**

- The Telephone Screen provides caller ID for incoming calls on the line associated with the Call-Appearance
- When a call is received:
  - Caller Name and Number are displayed when provided by the calling party as shown below, e.g., Bryan Bell calling from extension 88002
  - A bell symbol  appears on the ringing line button designation



- A receiver symbol  appears as shown below when answered along with the duration of the call to the right of the name

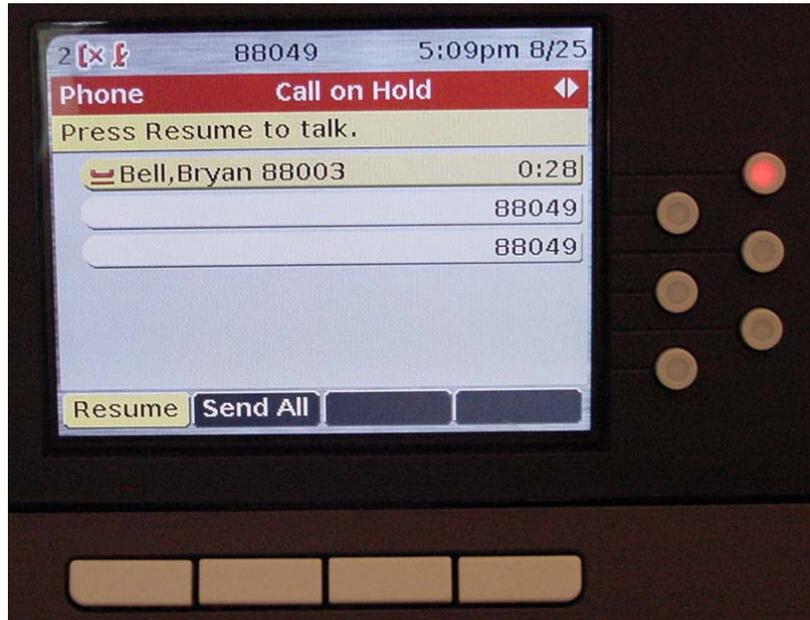


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**NAVIGATING THE PHONE: (continued)**

**Incoming Call Display: (concluded)**

- An underlined receiver symbol  appears as shown below when placed on Hold along with the duration that the call has been on hold



- There are LEDs in/beside each line/feature button (beside the display for 9620) that provide status of the associated line/feature in the display. The LEDs illuminate as follows:
  - Off = Idle
  - Steady = Active line or feature
  - Blink at 60 Interruptions per Minute (IPM) on incoming calls
  - Blink at 240 IPM for calls placed on hold
  - Flutter for invalid feature activation

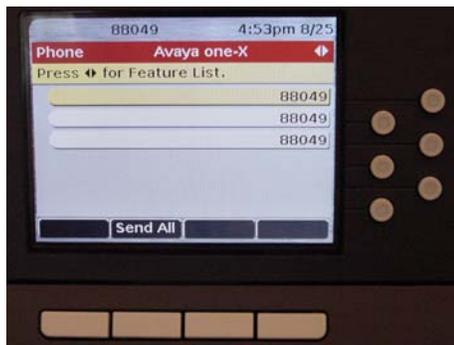
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**NAVIGATING THE PHONE: (continued)**

**Using the Navigator:**

- The Telephone Instrument has a screen with 2-pages of information and uses for the buttons. The 1<sup>st</sup> page is for Line/Dial-Tone appearances and the 2<sup>nd</sup> is for Features and Intercom Appearances

**PAGE-1 / LINES**



**PAGE-2 / FEATURES**



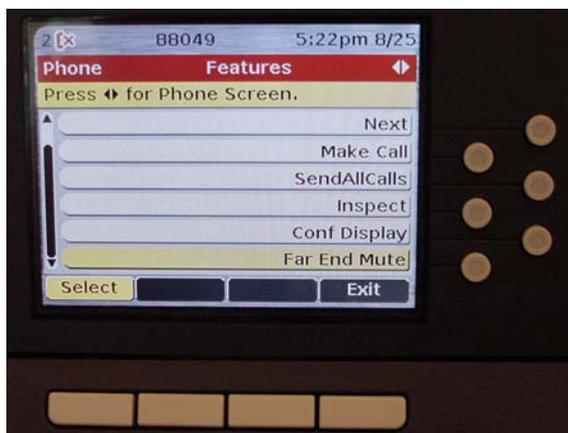
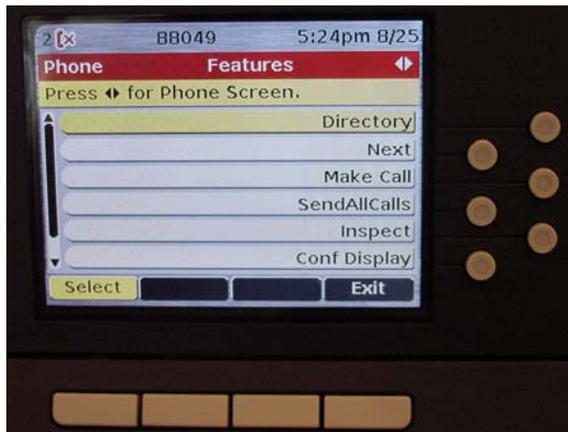
- Use the Navigation Control's left/right navigation arrows to navigate from one page to the next
- Use the **PHONE (exit)** button to return to the HOME/1<sup>st</sup>-page and to exit menu functions
- Use the **MESSAGE** button to automatically call Voice Mail
- The four buttons across the top of the Navigation area have functions which vary depending on the state of the phone. The functions appear as labels across the bottom of the screen and align with the buttons
  - Therefore, these buttons are called *Screen-Labeled Soft Keys or Stateful Keys (The functions change as the phone's state changes)*
- If your phone display is not on the HOME/1<sup>st</sup>-page, you can answer a call as the phone is configured to automatically return to the Line page on incoming calls

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**NAVIGATING THE PHONE: (continued)**

**Using the Navigator:**

- The Line/Feature Button quantities (shown on the right of the display below) come in three sizes (none, 3, and 6) with six shown below. The basic phone models are:
  - 9620 – Zero-Line buttons but with 3-LEDs showing line status
  - 9630/40 – 6 Line buttons with LEDs
  - 9650 – 3 Line Buttons with LEDs plus 8/16 Auxiliary buttons with LEDs
  
- The designations (what a button does at a given instant in time) can be scrolled using the up/down navigation arrows in order to display a particular line or feature. For example, if a phone has 6 buttons and eight features, the 7<sup>th</sup>-8<sup>th</sup> appearances would require that you use the scroll functions to display them. Once the display lines up with a button, either the button may be depressed to select the line/feature or if the desired function is highlighted by the display/cursor function, the **OK** navigation button may be depressed



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**NAVIGATING THE PHONE: (continued)**

**Using the Line Buttons and/or Cursor/OK functions: (continued)**

- The examples below show the Line/Feature types (no-button, 3-button and 6-button phone)



**9620 (0 Line/Feature Btns.)**



**9630 (6 Line Feature Btns.)**



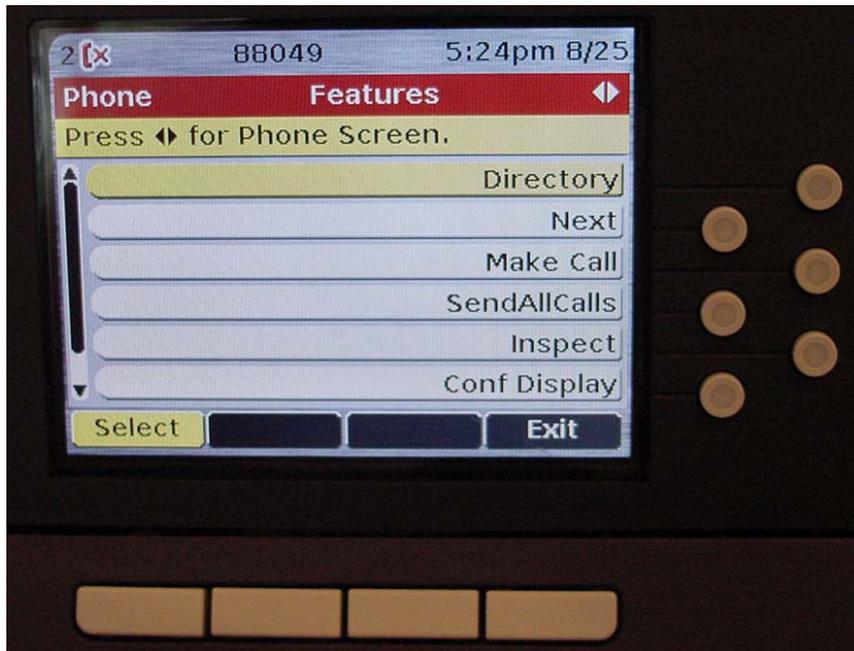
**9650 (3 Line Feature Btns.)  
& 16 Aux Line/feature Btns.)**

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**NAVIGATING THE PHONE: (continued)**

**Using the Line Buttons and/or Cursor/OK functions: (continued)**

- The example below shows the features page with the 1<sup>st</sup> Feature (Directory) associated with the top button.



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**NAVIGATING THE PHONE: (continued)**

**Using the Line Buttons and/or Cursor/OK functions: (concluded)**

- The example below shows that the features have been scrolled to the bottom and Directory is no longer displayed. The top button would now select the *Next* feature if depressed. Since the cursor is highlighting the *Make Call* feature, that would be selected if either the **OK** button, the 2<sup>nd</sup> button down, or the *Select* button (see next page) were to be depressed



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#### NAVIGATING THE PHONE: (continued)

##### Using Screen-Labeled Soft Keys:

- The four buttons below the display, at the top of the Navigation section, vary in function as to what they do. The designations, shown at the bottom of the screen on the soft-keys, change state based on the choices provided by the system
- In the example below, the left-most button can be used to *Select* the feature **Make Call** highlighted by the cursor (same as depressing **OK** )

The right-most button is used to *Exit* the Feature Page and return to the Line-appearance page (same as depressing **Phone (exit)** )



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**NAVIGATING THE PHONE: (continued)**

**Fixed Feature Buttons:**

Each basic phone type (9620, 9630, 9640/Color, & 9650) has seven basic fixed feature buttons. The use of these buttons will be explained later. For now, these are:

- Contacts
- Menu
- Call Log
- Speaker
- Mute
- Volume
- Headset



The 9630/40 has a  button in addition to the basic fixed feature buttons. When depressed, this button provides a screen showing all of the features administered that relate to sending/forwarding calls elsewhere, e.g. Send All Calls, Call Forwarding, and EC500. The other models support the same functions as this button but do not have a summary display. The configurations are shown below:

**9620**



**9630/40**



**9650**



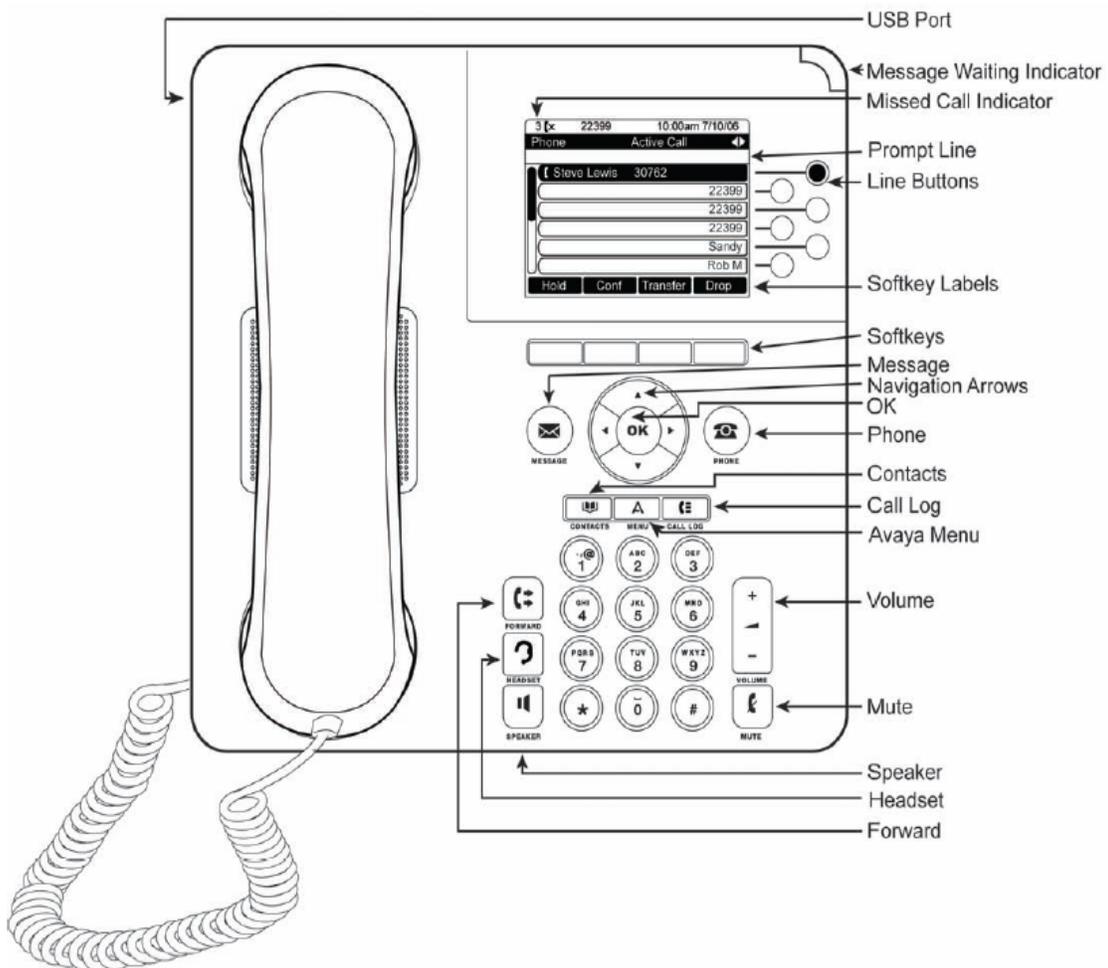
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### NAVIGATING THE PHONE: (continued)

#### Other Functions and Annotated 9630/40 Example:

- USB port for charging USB devices and for Memory Stick deployment and copy of Contact files
- Message Waiting Indicator
- Prompt Line – Display area where the system provides prompts



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## A Reference & How-to Guide for the Avaya MultiVantage® Telephone System Avaya one-X®, 96xx Model IP-Telephones

### NAVIGATING THE PHONE: (continued)

#### Auxiliary Buttons and Annotated 9650 Example:

The 9650 only has three line/feature buttons but it has 16 *Auxiliary* buttons. The eight physical Auxiliary buttons become 16 buttons through the use of the **Auxiliary/Shift** button

These *Auxiliary* buttons provide line/feature button functions. The labels for them are shown below the Softkey labels. The labels and functions change when the *Auxiliary Shift* button is depressed. Each of the buttons is provided with an LED like the Line/Feature buttons have.

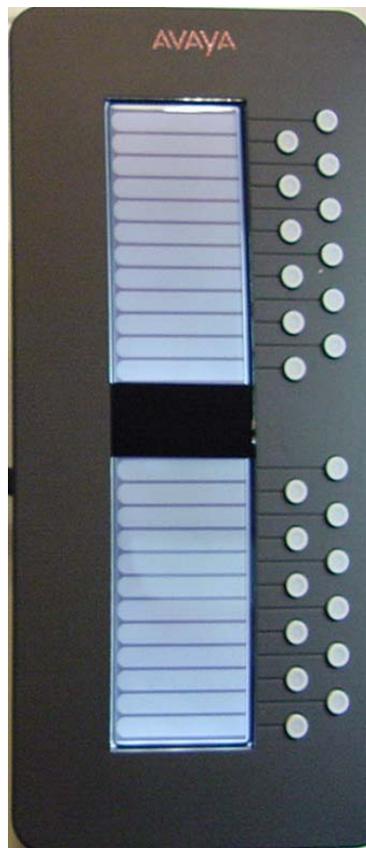


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**NAVIGATING THE PHONE: (concluded)**

**Using the SBM24 Button Expansion Module (BEM):**

- The BEM provides 24 additional buttons for Feature/Line Appearances
- It can be connected to 9630, 9640, and 9650 phones
  - It cannot be used on 9620 phones
- A maximum of 3 BEMs can be connected to a single telephone
  - Using more than 1 per phone requires Communication Manager software 4.0 or higher



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**USING THE FIXED FEATURE BUTTONS OF THE PHONE:**

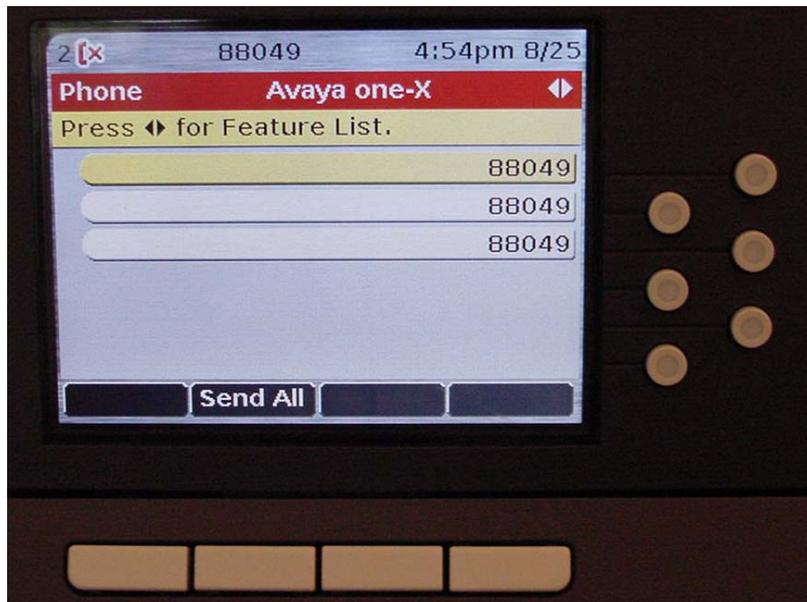
- The **Speaker** button activates the Speakerphone Operation
- The **Mute** button turns on/off:
  - The Speakerphone microphone
  - The Receiver microphone
- The **Volume +/-** buttons adjust:
  - The ringer volume - when the phone is not in use
  - The receiver/listen volume - when talking on the phone
  - The speaker volume - when using the Speakerphone
- The **Message** button automatically calls Voice Mail
- The **Phone (exit)** button exits menus and returns the display to the 1<sup>st</sup> page
- The **Headset** button turns on/off a headset connected using the HIS/Quick Disconnect connector
- The **Forward** button (9630/9640 Models only) causes the display to provide a summary of features (as shown below) used in sending calls elsewhere and includes:
  - Send All Calls
  - EC500 (Extension to Cellular)
  - Extend Call
  - Call Forward All Calls (CFrwd)
  - Call Forward Busy and Don't Answer (CFBDA)



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**USING THE FIXED FEATURE BUTTONS OF THE PHONE: (continued)**

- **Call Log:**
- The **Call Log** button provides access to a log of telephone calls
  - Look for the Missed Call indicator on the top left line of the display to see how many calls have been missed (2 missed as shown below **2 [x]**)
  - The Missed Call indicator is removed once the Call Log is accessed



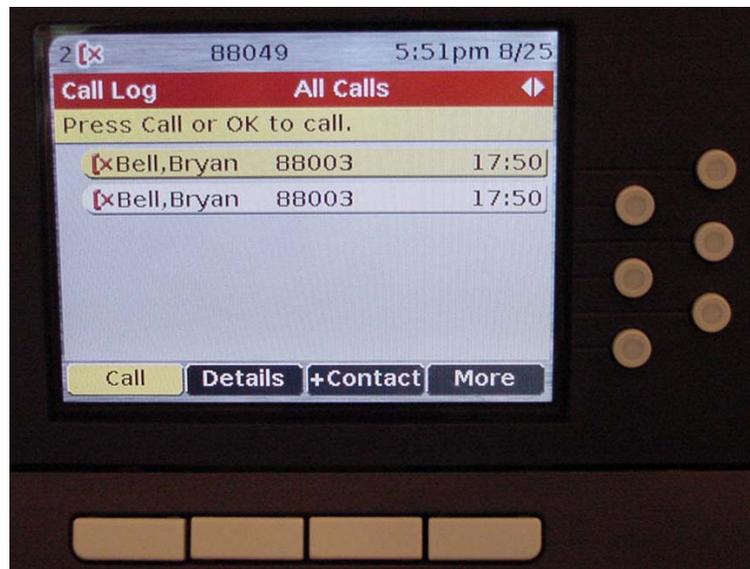
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**USING THE FIXED FEATURE BUTTONS OF THE PHONE: (continued)**

- **Call Log: (continued)**

- To Use the Log:

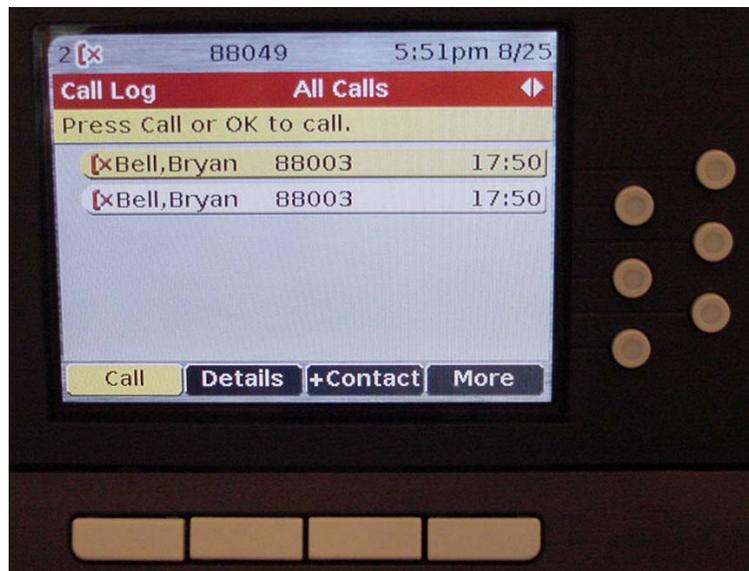
- Depress **Call Log**
- Select a call using either Navigation arrows or line/feature buttons
- Depress **Call** to call the selected entry.
- Depress **Details** to see the complete call details including call duration
  - This information is not available when using IP-Softphone but can be replicated in Softphone.
- Depress **+Contact** to add the information into the telephone-based Contacts Speed Dial list
- Depress **More** for additional choices



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**USING THE FIXED FEATURE BUTTONS OF THE PHONE: (continued)**

- **Call Log: (continued)**
  - To Use the Log: (concluded)
    - Depress **More** for additional choices (concluded)
      - Depress **Delete** to delete the selected entry
      - Depress **Clear All** to delete all log entries
      - Depress **More** to return to the 1<sup>st</sup> set of Soft-Keys
    - Depress **Phone (exit)** to exit the Log



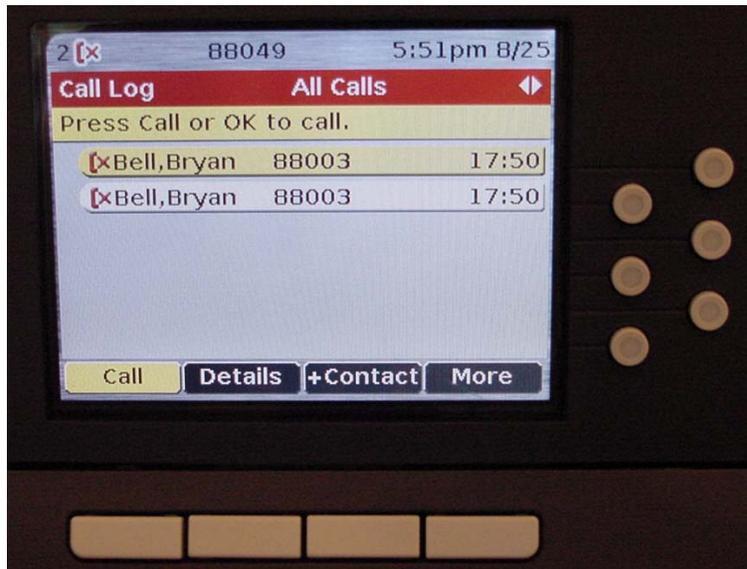
- Calls are logged by the following types:
  - Incoming All (Missed and Answered)
  - Outgoing All
- A call that is logged can be automatically placed in the phone-based Speed Dial list as described herein under *Contacts - Speed Dial Phone List*.
- The Call Log (Missed, Incoming Answered, Outgoing) can store a maximum of **100 entries** (all 96xx phone types) and overwrites the oldest call with the newest when full

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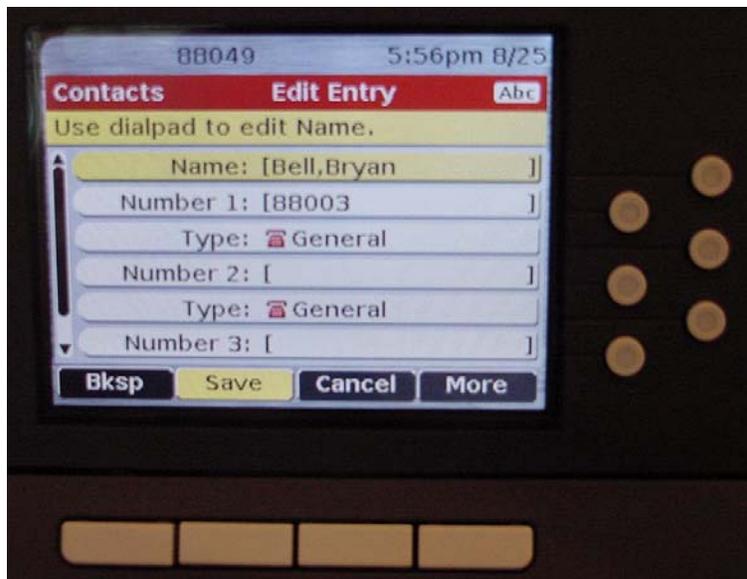
**USING THE FIXED FEATURE BUTTONS OF THE PHONE: (continued)**

- **Contacts – Speed Dial Phone List:**

- The Contacts list can be accessed by depressing the **Contacts** button or the **+Contact** Soft-key in the Call Log as shown below



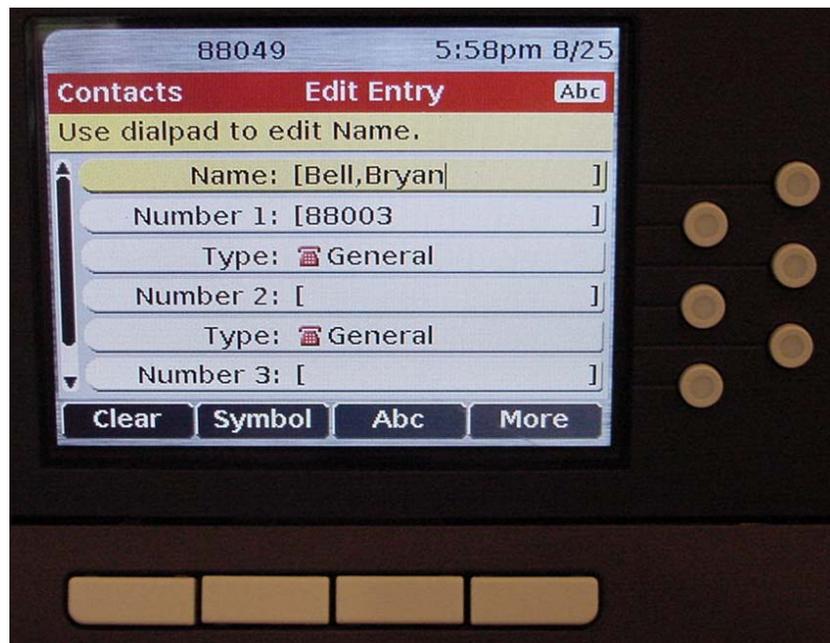
- When **+Contacts** is used, the call log information is automatically transferred into the Contact form and you are taken to the Contacts list as shown below:



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**USING THE FIXED FEATURE BUTTONS OF THE PHONE: (continued)**

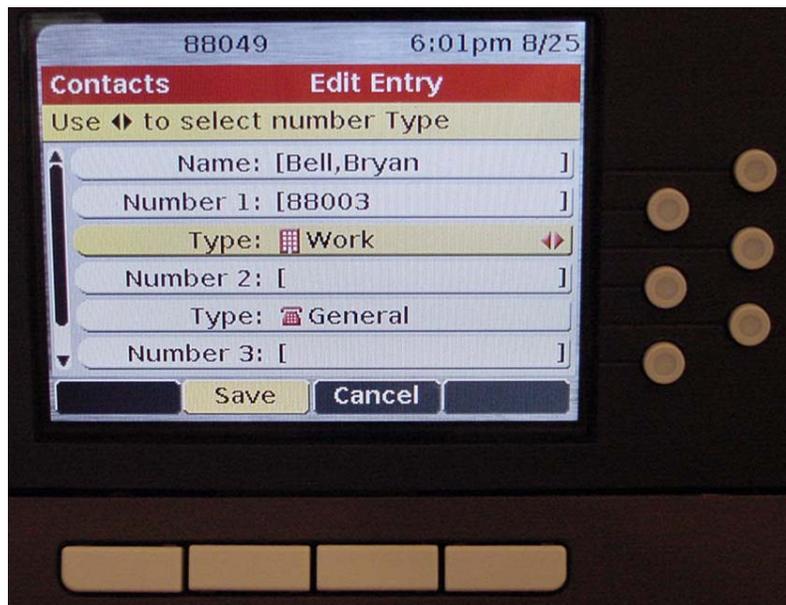
- **Contacts – Speed Dial Phone List: (continued)**
  - The **More** provides additional soft keys supporting the following name and number fields typing/editing functions:
    - **Clear**
    - **Symbol** (provides a list of symbols)
    - **Abc** (Mixed Case letters) – Toggles to the following below:
      - **123** (Numbers)
      - **Abc** (Mixed Case, 1<sup>st</sup> Character of word is capitalized)
      - **abc** (All Lower Case letters)
      - **ABC** (All Upper Case letters)



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**USING THE FIXED FEATURE BUTTONS OF THE PHONE: (continued)**

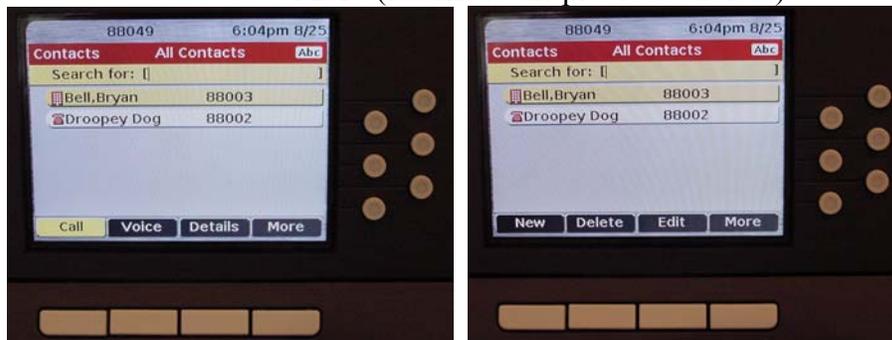
- **Contacts – Speed Dial Phone List: (continued)**
  - Up to three numbers may be entered for each contact
  - Each Number may be designated as to type by selecting the *Type* field associated with the number and using the left/right navigation arrows to select one of the following:
    - General
    - Work
    - Mobile
    - Home
  - Once changes have been completed, **Save** is depressed
  - Depress **Phone (exit)** to exit the editing process



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**USING THE FIXED FEATURE BUTTONS OF THE PHONE: (continued)**

- **Contacts – Speed Dial Phone List: (concluded)**
  - When **Save** is depressed, you are taken to the Contacts list. This is the same display you would receive if you depressed  It provides Soft-Keys as follows:
    - **Call** (places a call to the selected number)
    - **Voice** (enables/disables speech recognition)
      - Once **Voice** is enabled, the “New, Delete, Edit, More” menu below becomes the 2<sup>nd</sup> set of choices when accessing Contacts
    - **Details** (provides a list of numbers for the Contact entry)
    - **More** (provides the following additional Soft-Key)
      - **New** (adds a new entry)
      - **Delete** (deletes a selected entry)
      - **Edit** (edits a selected entry)
    - **More** (returns to the previous choices)



- The first two times Contacts is selected, the following prompt will be received:
  - “With Voice Dialing you can call someone in your Contacts list by speaking their name. Just press the Contact button and say “Name,” or “Call Name.” For best results, say the name exactly as it is listed. If you have more than one Number for a person, you can say their name followed by “at Home,” “Mobile,” “Office,” or “Work.”
  - To activate Voice Dialing, select the **Voice** Soft-Key
- Outlook Contacts can be exported and then imported into your telephone Contacts. The details of this procedure are provided in a separate document.
- You can store a **maximum of 250 entries** in your Contacts list

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**USING THE FIXED FEATURE BUTTONS OF THE PHONE: (continue)**

- **Menu:**
  - The  button provides access to the following:
    - Options & Settings – Provides access to:
      - Call Settings:
        - Go to Phone Screen on Calling – Yes = Standard
        - Go to Phone Screen on Ringing – Yes = Standard
        - Display Call Timers – Yes = Standard
        - Redial – One Number = Standard
        - Visual Alerting – Off = Standard
        - Audio Path – Speaker = Standard except when Headset with HIS connector is used
      - Application Settings:
        - Call Log – On = Standard
        - Log Bridged Calls – Off = Standard
          - To log calls from a bridged extension on your phone, you must change this to (ON).
        - Personalized Labels
          - Provides ability to label Features such as Speed Dial Buttons, e.g. Home
        - Restore Default Button Labels
          - Restores all personalized labels back to their defaults
      - Screen & Sound Options
        - Brightness
        - Contrast
        - Personalized Ringing
          - Change the ringing pattern using one of eight choices
        - Language
          - Sets the language of the displays on the phone – **Policy requires that you do not change this because other users needing to make an emergency call, e.g. 911 must be able understand the displays and staff cannot support the phone in anything but English**
        - Button Clicks – On = Standard
        - Error Tones – On = Standard

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**USING THE FIXED FEATURE BUTTONS OF THE PHONE: (concluded)**

- **Menu: (concluded)**

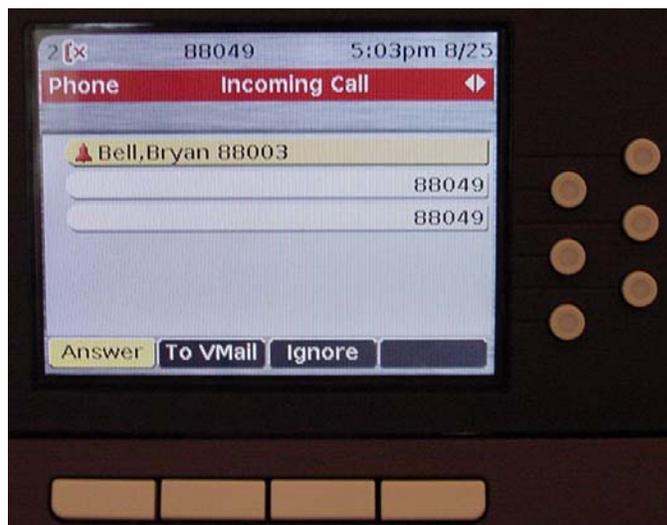
- The  button provides access to the following: (concluded)
  - Options & Settings – Provides access to: (concluded)
    - Advanced Options
      - Backup/Restore...
        - Provides the ability to manually backup phone-based information such as Contacts and Button Labels to the configuration server
        - Provides the ability to manually restore, previously saved phone-based information
        - **NOTE:** Contact, Button Label and other phone-based information is normally backed-up by depressing the *Save* Soft-key
          - ***“Backup in progress”*** and ***“Backup successful”*** are displayed during manual and automatic backups
      - Automatic Gain Control...
        - Handset – On – Standard
        - Headset – On – Standard
        - Speaker – On – Standard
        - **The above settings should not be changed**
    - Network Information
      - Provides display information about the transmission quality of a call in progress
    - Log Out (May not be Available)
      - Provides the ability to log off the phone
    - About Avaya one-X
      - Provides the Software Version of the phone

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**PROCESSING TELEPHONE CALLS:**

**Receiving Calls:**

- When a call is being received, Soft-Keys are displayed which provide the ability to:
  - **Answer** - same as lifting the receiver but used when you have several calls ringing and want to use the cursor to select a particular call
  - **To VMail** – Sends the call to the 1<sup>st</sup> available point in your coverage path “VMail” in this context may actually be an Assistant’s phone or other phone to which the call is sent prior to sending to Voice Mail
  - **Ignore** – Stops the phone from ringing for the particular call. If No-answer Coverage is configured for your phone, the call will go to the 1<sup>st</sup> available point in your coverage path
- **Coverage** - Your Coverage Path is determined by your Departmental Telephone Administrator. In general, a Coverage Path is composed of from one to three alternate Coverage Points to which the system will send your calls if your phone is either busy or doesn’t answer (Busy and No Answer Coverage).
  - The number of rings at your phone before a call is considered “unanswered” is determined by your Telephone Administrator and can be from 1-99 rings. In most cases 4-rings is selected
  - The system allows 3-rings at each available point in a Coverage Path before it sends the calls to the next available point
    - A Coverage Point becomes “un-available” to receive Coverage Calls if it is either busy, Forwarded to another phone, or has its Send All Calls active
  - Some people have Voice Mail as their 1<sup>st</sup> and only Coverage Point
  - Others have an Assistant as their 1<sup>st</sup> Coverage Point followed by Voice Mail as the last Coverage Point



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**PROCESSING TELEPHONE CALLS: (continued)**

**Transferring and Conferencing Calls – Shortcut Summary:**

**To Transfer a call without Conferencing:**

DEPRESS **Transfer** • (Receive Dial Tone) • Dial 3<sup>rd</sup> Party<sup>1</sup> •  
DEPRESS **Complete** • Hang Up<sup>2</sup>

**To Transfer a call and Conference the 3<sup>rd</sup> Party:**

DEPRESS **Conf** • (Receive Dial Tone) • Dial 3<sup>rd</sup> Party<sup>1</sup> •  
When 3<sup>rd</sup> Party answers, Announce the call and if the 3<sup>rd</sup> Party accepts the call  
DEPRESS **Join** • Introduce Parties and begin 3-way call or Hang up<sup>2 (3)</sup>

**To add a 4<sup>th</sup> - 6<sup>th</sup> party to a 3-Way Conference:**

DEPRESS **Add** • (Receive Dial Tone) • Dial next Party<sup>1</sup> • When  
Party answers, DEPRESS **Join** <sup>4</sup> • Introduce Parties<sup>2 (3)</sup>

**To Transfer a call using Intercom to override Send All Calls:**

DEPRESS **Conf** • (Receive Dial Tone) • Dial 3<sup>rd</sup> Party Using the  
Intercom <sup>1</sup> • When 3<sup>rd</sup> Party answers and accepts the call, DEPRESS  
**Join** • Introduce Parties and Hang up

**NOTES:**

- Note 1 – If either you cannot reach the 3<sup>rd</sup> Party, (ring-no-answer, busy, recording, etc.), or the 3<sup>rd</sup> Party does not wish to accept the call, depress **Cancel** before continuing. If you misdial, depress **Clear** to receive a new dial tone
- Note 2 – When/If you Hang Up, one of the remaining parties must be either an extension within the system or an incoming outside call
- Note 3 – You may place a Conference Call on Hold if desired
- Note 4 – A maximum of 6-parties including yourself may be conferenced together

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**PROCESSING TELEPHONE CALLS: (continued)**

**Transferring and Conferencing Calls – Shortcut Summary: (concluded)**

**To Join Parties on two different buttons together:**

DEPRESS one of the two Line Appearance buttons that has a party on it (1<sup>st</sup> party) ● DEPRESS **Conf** ● (Receive Dial Tone) ● DEPRESS the Line Appearance of the other party (2<sup>nd</sup> party) ● DEPRESS **Join**

- Introduce the parties
- Hang Up<sup>1</sup>(2)

Note 1 – When/If you Hang Up, one of the remaining parties must be either an extension within the system or an incoming outside call

Note 2 – Additional parties may be added in the same way as detailed above for a maximum of 6-parties including yourself

**To List the Parties on a Conference**

DEPRESS **More** **Details** <sup>1</sup>

Note 1 – If a party hangs up, you must depress **Refresh** to update the list

**To Mute an Outside Party calling from a noisy area:**

LIST the parties as detailed above ● Use the Navigation Arrows or the Line/Feature button associated with a party to highlight/select the desired party ● DEPRESS **Silence** ● The party is muted <sup>1</sup>

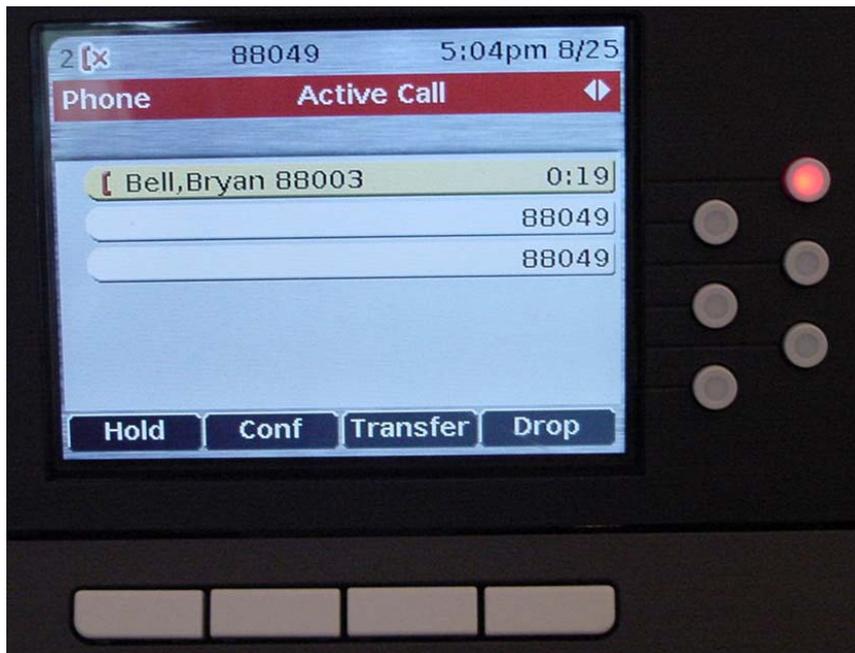
Note 1 – The muted party may un-mute themselves by pressing (≠) on their dial. You must depress **Refresh** before re-muting them

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**PROCESSING TELEPHONE CALLS: (continued)**

**Transferring and Conferencing Calls – Detailed Instructions:**

- Transferring and Conferencing are part of the Conferencing suite of features. You can transfer any call and hang up leaving the parties connected as long as at least one of the following conditions is met:
  - One of the remaining parties is an extension on the system
  - One of the remaining parties, while outside the system, had called into the system
- The associated Soft-keys appear when a call is in progress as shown below:
  - **Hold** – Places a call on hold
  - **Conf** – Places a call on hold and provides a dial tone from another call appearance to call someone else
    - **This is the preferred button to depress 1<sup>st</sup> when conferencing or transferring a call**
  - **Transfer** – Does the same thing as **Conf** but is used when you are not going to wait for the transferred-to party to answer
  - **Drop** – Drops either the displayed party, the party that is selected by the cursor, or the last party added to a conference
- You can conference up to 6-parties (yourself and five others)
- When your phone is administered (and most are) with Conference Display and Far-End mute features, you receive enhanced displays on the phone when conferencing

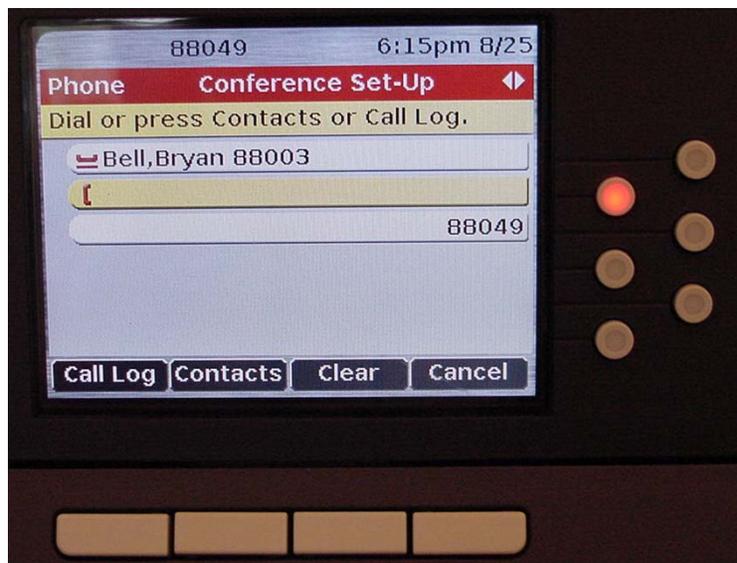


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**PROCESSING TELEPHONE CALLS: (continued)**

**Transferring and Conferencing Calls – Detailed Instructions: (continued)**

- When **Conf** is depressed, the displayed Soft-keys operate as follows:
  - **Call Log** – takes you to the Call Log so that you can select an entry as the number to call
  - You must use **Phone (exit)** to return to the Conference/Transfer screen if you don't make a Log selection
  - **Contacts** – takes you to the Contacts so that you can select an entry as the number to call
    - You must use **Phone (exit)** to return to the Conference/Transfer screen if you don't make a Contacts selection
  - **Clear** – Clears a partially dialed number
  - **Cancel** – Cancels the Conference process and returns you to the held party

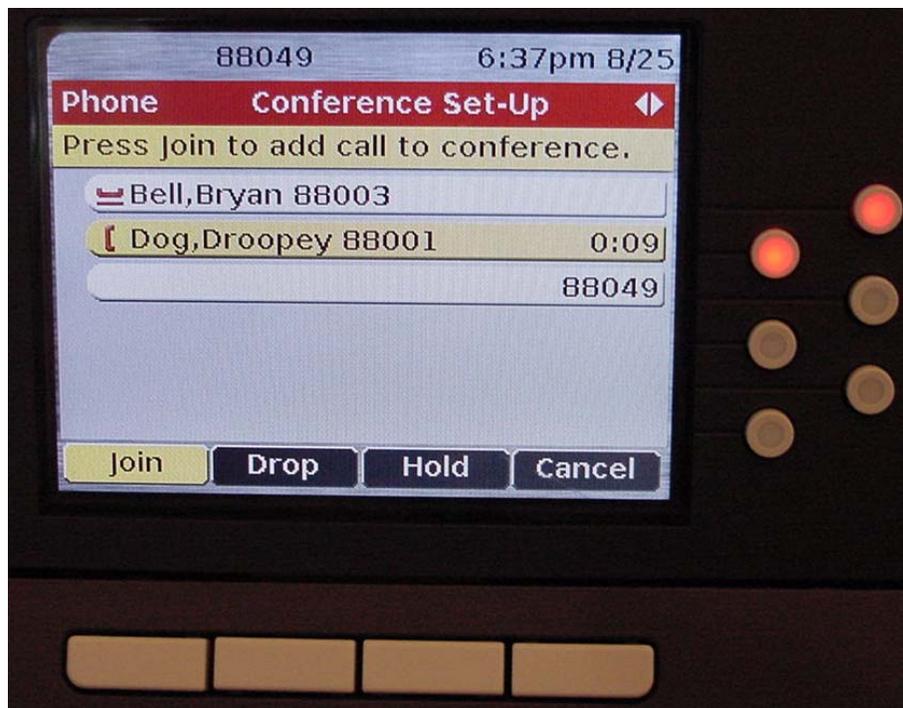


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**PROCESSING TELEPHONE CALLS: (continued)**

**Transferring and Conferencing Calls – Detailed Instructions: (continued)**

- When **Conf** is depressed, the displayed Soft-keys operate as follows: (continued)
  - After a number is selected/dialed, the Soft-keys change and operate as follows:
    - **Join** – Connects the 1<sup>st</sup> party (Bell, Bryan) , yourself, and the 3<sup>rd</sup> party (Dog, Droopey) together in a conference
    - **Drop** – Drops the 3<sup>rd</sup> party and returns a dial tone
    - **Hold** – Places the 3<sup>rd</sup> party on hold
    - **Cancel** – Drops the 3<sup>rd</sup> party and reconnects you with the 1<sup>st</sup> party

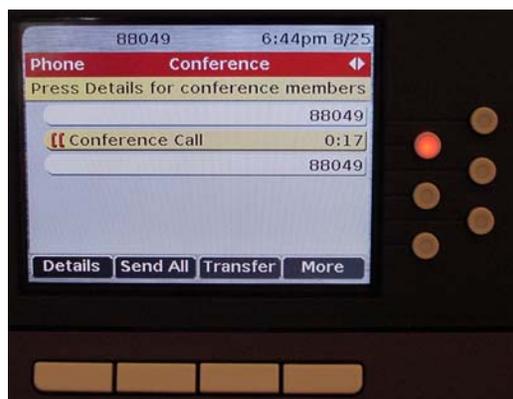
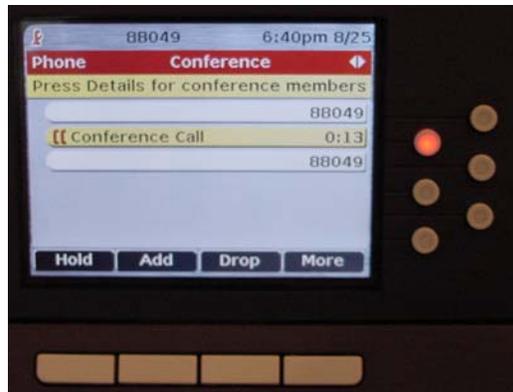


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**PROCESSING TELEPHONE CALLS: (continued)**

**Transferring and Conferencing Calls – Detailed Instructions: (continued)**

- When **Conf** is depressed, the displayed Soft-keys operate as follows: (continued)
  - When **Join** is depressed, a conference is setup and the parties are connected on one call appearance. The number of parties, including yourself, is shown at the top of the display. It is also used when adding additional parties to the conference
  - The Soft-keys are updated and provide the following functions:
    - **Hold** – Places the conference on hold – the parties can continue to converse
    - **Add** – Places the conference on hold and gives you a dial tone to call an additional party
    - **Drop** – Drops the last party added to the conference
    - **More** – Provides additional Soft-Keys as follows:
      - **Details** – Provides a summary of the conferenced parties
      - **Send All** – Provides the ability to activate Send All Calls
      - **Transfer** – Provides the ability to transfer the conference to someone else

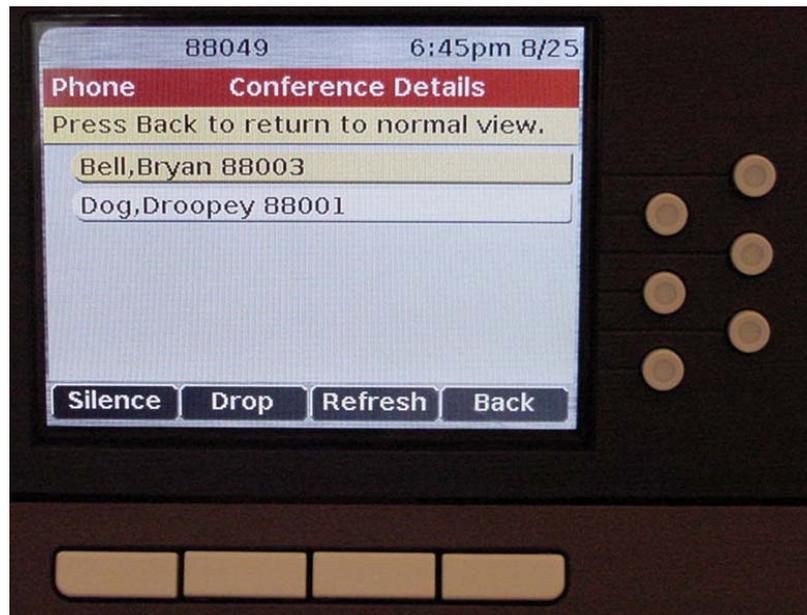


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**PROCESSING TELEPHONE CALLS: (continued)**

**Transferring and Conferencing Calls – Detailed Instructions: (continued)**

- When **Conf** is depressed, the displayed Soft-keys operate as follows: (concluded)
  - **More** – Provides additional Soft-Keys as follows: (concluded)
    - **Details** – When depressed provides additional Soft-Keys as follows:
      - **Silence** – Used to Mute an outside party (doesn't work for stations on your system)
        - Once Muted, an outside party may un-mute themselves by depressing their (#) key on their dial
        - When a party un-mutes themselves, you must first depress **Refresh** before you can re-mute them
      - **Drop** – allows you to drop a selected party from the conference
        - Use the Navigation arrows or associated line/feature buttons to select a party
      - **Refresh** – provides an update to the displayed list
        - This is usually done when using Meet-Me Conference or when other parties are adding conferees and you want to monitor the changes
      - **Back** – Returns you to the 1<sup>st</sup> page of your phone display

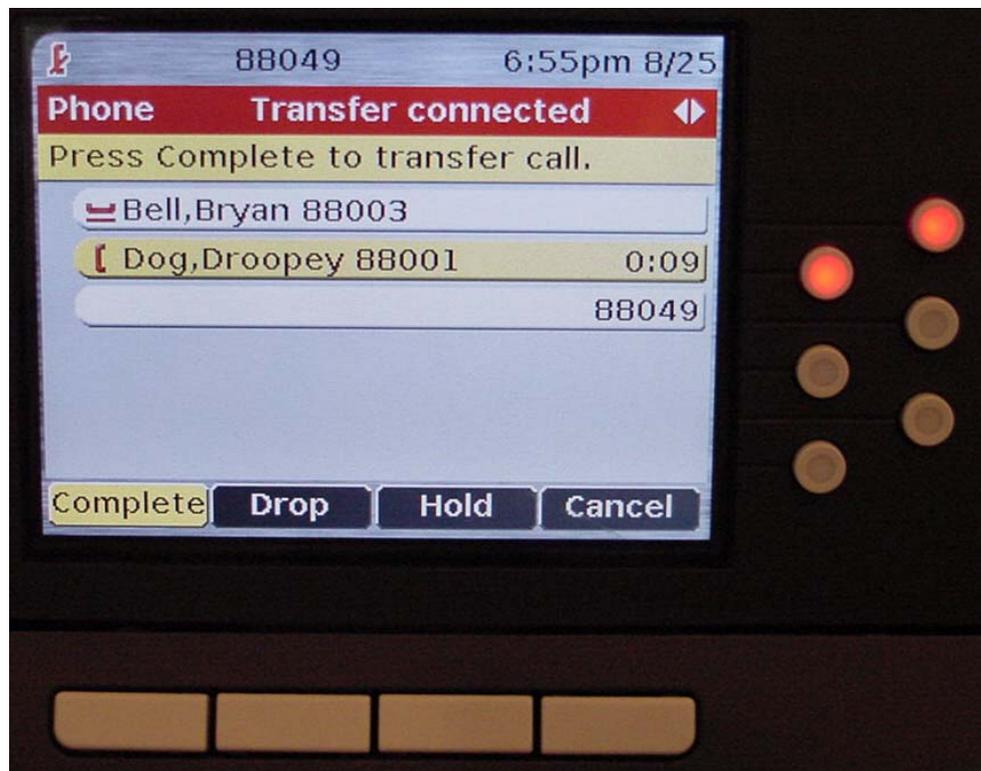


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**PROCESSING TELEPHONE CALLS: (continued)**

**Transferring and Conferencing Calls – Detailed Instructions: (concluded)**

- When **Transfer** is depressed, and a number is selected/dialed, the Soft-keys operate as follows:
  - **Complete** – Does a “push/blind” transfer to the called number your phone is released from the call
  - **Drop** – Drops the 3<sup>rd</sup> party and returns a dial tone
  - **Hold** – Places the 3<sup>rd</sup> party on hold
  - **Cancel** – Drops the 3<sup>rd</sup> party and reconnects you with the 1<sup>st</sup> party



## TELEPHONE TIPS

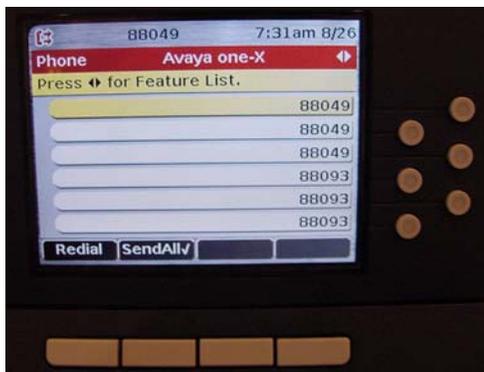
### A Reference & How-to Guide for the Avaya MultiVantage® Telephone System Avaya one-X®, 96xx Model IP-Telephones

#### FREQUENTLY USED FEATURES:

##### Feature Buttons:

- **In-Use/Feature Activated Indicator** – When a feature is activated or a line/feature appearance of an extension is in use, the associated button LED illuminates
- **Redial** Re-dials the most recently dialed number. It only appears on a newly booted or re-booted phone after an initial call has been made. It will not redial an Authorization Code used in making a long distance call but will redial the number
- **Send All** (**Send All Calls**) activates the Coverage Feature and sends all of your calls to the first available Coverage Point (Receptionist, Assistant, or Voice Mail) depending on individual telephone parameters
  - When a call covers to an Assistant, the call is bridged on both your phone and the Assistant's phone. Either of you may pick up the call
  - **The phone automatically provides a Soft-Key copy on the Line Appearance screen (1<sup>st</sup> Page) of the Send All feature for the 1<sup>st</sup> feature button administered as Send All Calls. Typically this is your line's Send All Calls.**
    - The Soft-Key labeled "Send All" applies only to the Set-ID
    - A check mark (√) appears when the feature is active
    - Send All Calls for other extensions on your phone will appear on the 2<sup>nd</sup> page (Feature Appearances) below the one for the Set-ID and will have SAC and the associated extension number
  - After inspecting the Caller ID on an incoming call, you may depress the **To VMail** to send that call to Coverage

Page-1 showing Send All "Calls"  
Soft-Key for Set-ID active



Page-2 showing SendAllCalls for the  
Set-ID and SAC for the 2<sup>nd</sup> Line



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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Intercom** – Depending on how the Telephone Administrator for your area set up the Intercom, there are two ways to use the Intercom when it is provided:
  - Auto-Intercom **AutoIC** – Depression of this button places a call on the intercom to one telephone (usually the Assistant). You may have multiple Auto-Intercom buttons
  - Dial-Intercom **Dial Icom** – Depression of this button provides a Dial Tone. A 2-digit code is then dialed for the telephone desired
  - Your Telephone Administrator can have the Intercom configured for hands-free answer on the Intercom
  - Intercom is typically used to override Send All Calls and call someone in your office who has it activated

**To Transfer a call using Intercom to override Send All Calls:**

- DEPRESS **Conf** • (Receive Dial Tone) • Dial 3<sup>rd</sup> Party Using the Intercom 1 • When 3<sup>rd</sup> Party answers and accepts the call, DEPRESS **Join** • Introduce Parties and Hang up

**NOTES:**

Note 1 – If either you cannot reach the 3<sup>rd</sup> Party, (ring-no-answer, busy, recording, etc.), or the 3<sup>rd</sup> Party does not wish to accept the call, depress **Cancel** before continuing. If you misdial, depress **Clear** to receive a new dial tone

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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **SD** **Speed Dial Buttons** (shown below) are those which you can program to dial numbers. Only one telephone number per button can be configured
  - The number that is programmed is stored in the telephone system independent of the telephone instrument
  - This information is also available when using IP-Softphone
  - These buttons can be labeled with a name if you like using the **(Label)** function as detailed later
  - Programming Summary:
    1. Get Dial Tone and dial (**#80**) – the # sign must be dialed
    2. Select the Features Page if the button to be programmed is not displayed
    3. Navigate-to & Select/Depress the SD button to be programmed
    4. Dial (9 for calls outside the system) and the number to be called as you would normally dial it. A maximum of 16-digits may be entered
    5. Re-Depress the SD button being programmed
    6. Hang up. The button has been programmed
    7. Depress **Phone (exit)**
  - It may take a few moments for the display to refresh after programming a button

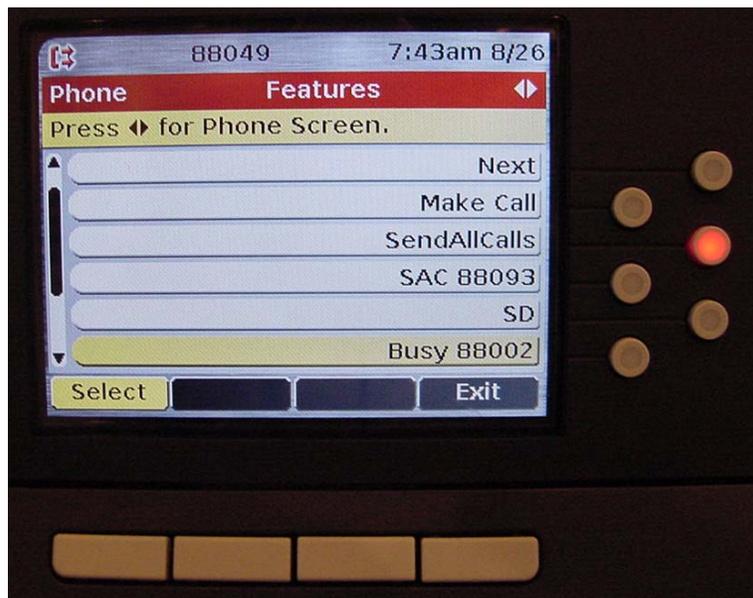


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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Busy** A Busy button's LED illuminates when the associated telephone station is in-use. This feature button is available on request through your Telephone Administrator
- These buttons can be labeled with a name if you like using the **(Label)** function as detailed later
  - It also provides the ability to call the station by depressing the associated button.
  - It does not provide the ability to override *Send All Calls to Coverage* when that feature is activated.
    - To override Send All Calls when calling another person in your office, you will need either an Intercom button or a Speed Dial button to that person that is programmed by Telecommunications with the Priority Calling feature.
  - A busy button's LED blinks at 60 IPM when the associated station calls you



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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Label** – provides the ability to customize the label (13 Characters Maximum regular Feature buttons and 7-9 Characters for Auxiliary buttons on 9650 phones) for Busy and Speed Dial buttons, e.g., David, HOME.
- **To use:**
  - Depress the **Menu** fixed feature button
  - **Options & Settings** should be highlighted. Navigate to it if not highlighted
  - Depress **Select** or the **OK** Navigator button
  - Scroll down to **Applications Settings** using the Navigator down arrow or depress the associated line/feature button to select
  - Depress **Select** or the **OK** Navigator button
  - Scroll down to **Personalize Labels...** using the Navigator down arrow or depress the associated line/feature button to select

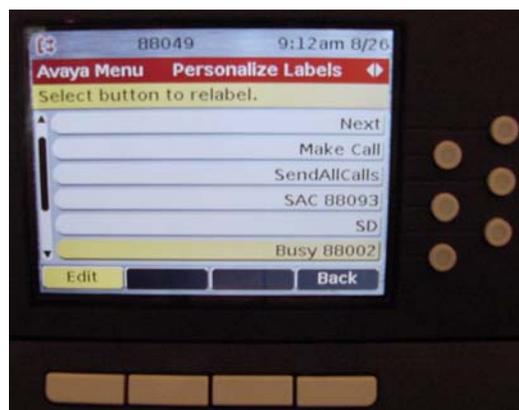
**Applications Settings screen**



**Page-1**



- You will be taken to Page-1 Depress the Navigator right-arrow key to go to the Features/Page-2 page

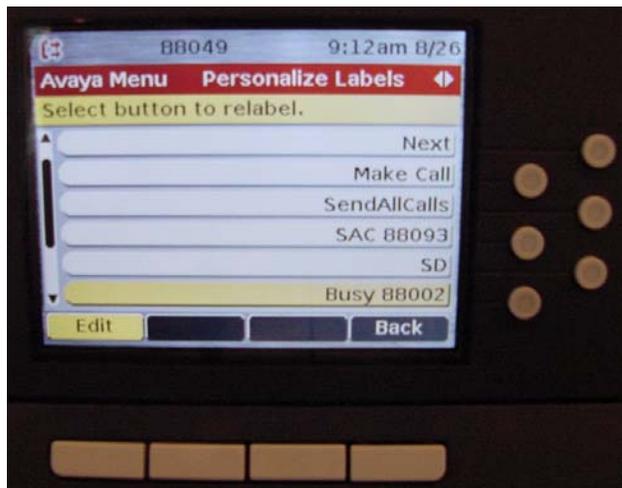


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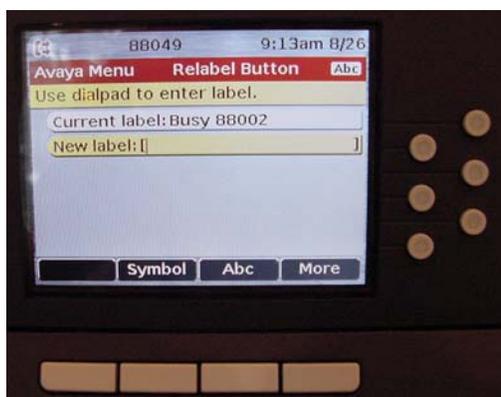
**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Label** (continued)
- **To use:** (continued)
  - Select the SD or Busy button to be labeled using the Navigation keys or depress the associated line/feature button to select
  - Depress **Edit**



- Depress **More** to receive the character choices

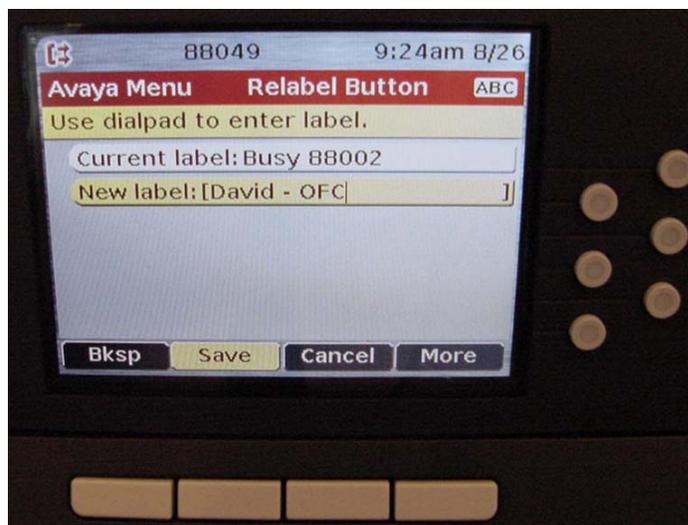


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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Label** (concluded)
- **To use:** (concluded)
  - **More** provides additional soft keys supporting the following name and number fields typing/editing functions:
    - Clear
    - Symbol (provides a list of symbols)
    - Abc (Mixed Case letters) – Toggles to the following below:
      - 123 (Numbers)
      - abc (Lower Case letters)
      - ABC (Upper Case letters)
  - Enter the Label using the dial key pad and depress the Soft-key **Save** when finished
  - Depress **Phone (exit)** to exit the editing process
  - To remove all user administered Button Labels and restore them to their default values
    - See **Menu:**
      - Options & Settings – Provides access to:
        - Application Settings:
          - Restore Default Button Labels
            - To Restore all personalized labels back to their defaults

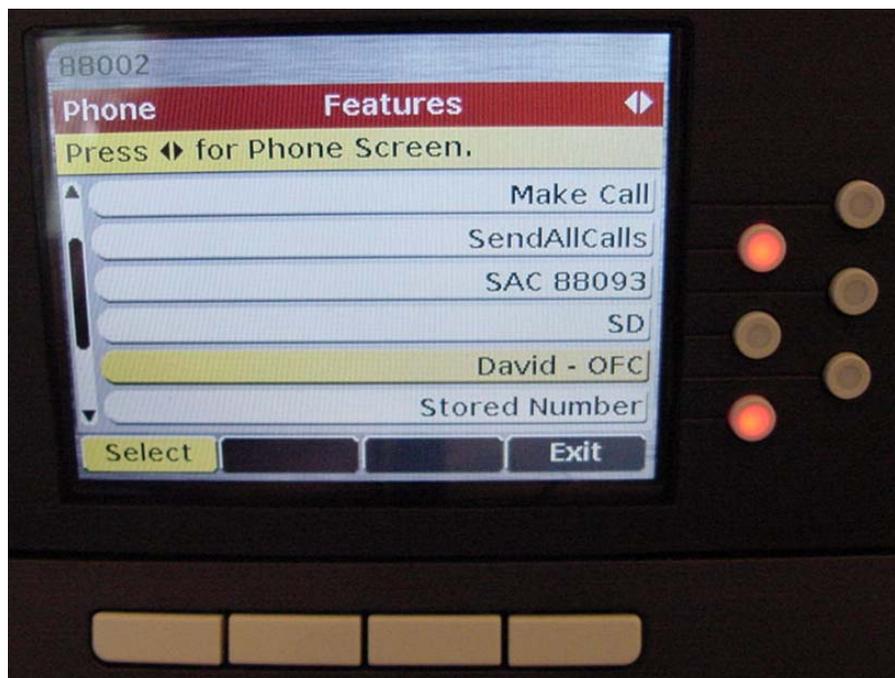


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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Stored Number** – Allows you to see what number is programmed on an (SD) or (Busy) button after you have labeled it. This feature button is available on request through your Telephone Administrator
  - Navigate to the 2<sup>nd</sup> page (Features), and select **Stored Number**
  - Navigate to the SD or Busy button and select it
  - The stored number is displayed (88002 as shown below) at the top of the screen
  - Depress **Phone (exit)** when finished

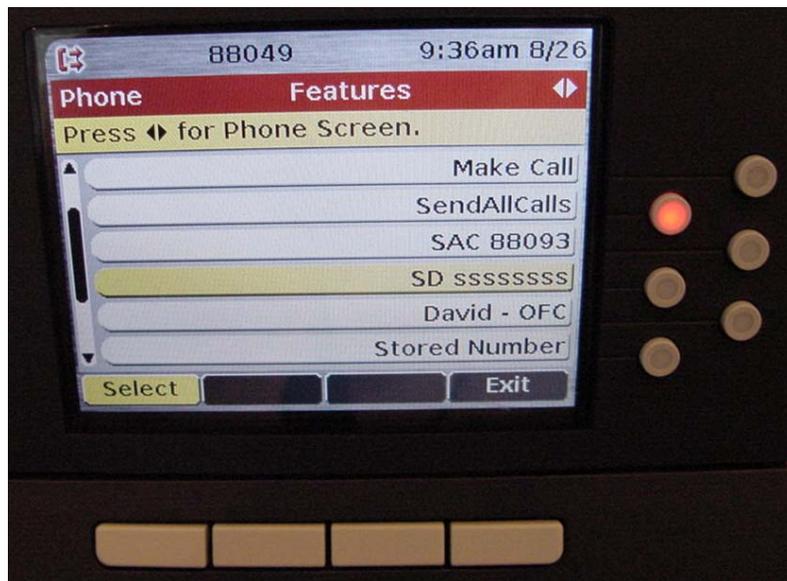


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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Stored Number – (concluded)**
  - Speed Dial Buttons programmed with Priority Calling - The example below shows a button that has been programmed by the telephone system administrator with Priority Calling (SD sssssss). Normally the administrator would provide a label for this button but if not, you will need you to provide a Label, e.g. Douglass-Priority



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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Directory** – Found on the 2<sup>nd</sup> (Features) Screen/Page, provides the ability to spell an Avaya telephone system user's name, find the number and, if desired, automatically call the person.
  - To use:
    - Depress **Directory**
    - Spell the name using the Dial Pad and entering Last Name first
    - Special characters (Hyphen, Period, etc.) are not used in spelling:
      - Use **Next** to scroll through the list of names created from the characters entered or key in more characters of the name.
      - Use the (1) button as the Comma between the Last Name and the First Name
    - Depress **Make Call** to automatically call the displayed party
    - Depress **Phone (exit)** when finished

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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Auto Callback** – (**Auto Callback/Return Call**) Provides the ability to be called back when a busy extension becomes free or when a party who doesn't answer returns to their office. This feature button is available on request through your Telephone Administrator
  - **To Activate to a busy extension:**  
(While listening to a busy signal, Depress **Auto Callback** •  
(Hear Confirmation Tone) • Hang up <sup>1</sup> (4)
  - **To Activate to an unanswered extension:**  
(While listening to a ring signal) • Depress **Auto Callback** •  
(Hear Confirmation Tone) • Hang up <sup>2</sup> (3) (4)
  - **When you are called back:**  
(Listen for 3-short rings and see **callback** in the display after the calling party's name) • Answer the Callback • hear ringing of unanswered extension <sup>5</sup>

Notes:

Note 1 - If you receive a reorder/fast-busy tone, someone else has previously activated the feature to the same number

Note 2 - If you receive a reorder/fast-busy tone, someone else has previously activated the feature to the same number

Note 3 - The next time the called party uses their phone, you will be called back when they hang up

Note 4 - Automatic Callback automatically cancels after 30-minutes

Note 5 - If you receive a short busy tone followed by a Confirmation Tone, the extension you called became busy before you answered the Callback. Hang up and the Auto Callback will be automatically reactivated

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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **CFrwd** - **Call Forward All Calls** provides the ability to forward calls to another phone. This is usually used when you are temporarily located at another phone, e.g. in a Conference Room, and wish to answer your calls there.<sup>1</sup> This feature button is available on request through your Telephone Administrator

- **To Activate when you don't have a feature button:**

- Be sure that your **Send All** (**SendAllCalls**) button/feature is **not active**

Listen for Dial tone • Dial (\*2) • (Hear Dial tone) • Dial the number<sup>2</sup> to which you wish to forward<sup>3(4)</sup> • (Hear Confirmation Tone) • Hang Up • Forwarding is activated

- **To Cancel when you don't have a feature button:**

Listen for Dial tone • Dial (#22) • (Hear Confirmation Tone) • Hang Up • Forwarding canceled

Notes:

Note 1 - When you are called and you do not answer the call at the forwarded-to phone within 3-4 rings (depending on Coverage administration) the system will send the call to your normal Coverage point, e.g., Assistant, Voice Mail

Note 2 - Dial the 5-digit extension or dial (9) and the outside number. Be sure to enter the number as you would normally dial it from your office, e.g., 9 & Number or, 9-1-Area Code & Number

Note 3 - The ability to forward to a number that is not an extension requires Forwarding-Off-Net (COS 13-15) which your departmental Telephone Administrator can request

Note 4 - The ability to forward to a number that is not an extension and is not a local number requires Unrestricted calling (COR 14) and Forwarding-Off-Net (COS 13-15) which your departmental Telephone Administrator can request

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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **CFrwd** - **Call Forward All Calls** provides the ability to forward calls to another phone. This is usually used when you are temporarily located at another phone, e.g. in a Conference Room, and wish to answer your calls there.<sup>1</sup> This feature button is available on request through your Telephone Administrator (concluded)
    - **To Activate using a CFrwd feature button:**
      - Be sure that your **Send All** (SendAllCalls) button/feature is not active
    - **To Cancel using a CFrwd feature button:**
- DEPRESS **CFrwd** • (Hear Dial Tone) • Dial the number<sup>2</sup> to which you wish to forward <sup>3</sup>(<sup>4</sup>) • (Hear Confirmation Tone) • Hang Up
- Feature button indicates activation • Forwarding is activated
- DEPRESS **CFrwd** • Feature button indicator goes out • Forwarding is canceled

Notes:

Note 1 - When you are called and you do not answer the call at the forwarded-to phone within 3-4 rings (depending on Coverage administration) the system will send the call to your normal Coverage point, e.g., Assistant, Voice Mail

Note 2 - Dial the 5-digit extension or dial (9) and the outside number. Be sure to enter the number as you would normally dial it from your office, e.g., 9 & Number or, 9-1-Area Code & Number

Note 3 - The ability to forward to a number that is not an extension requires Forwarding-Off-Net (COS 13-15) which your departmental Telephone Administrator can request

Note 4 - The ability to forward to a number that is not an extension and is not a local number requires Unrestricted calling (COR 14) and Forwarding-Off-Net (COS 13-15) which your departmental Telephone Administrator can request

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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Parking a Call** – provides the ability to place a call on-hold within the system so that it can be retrieved from any phone. The (Call Park) feature button is available on request through your Telephone Administrator
  
- **To Park a Call using your extension as the parking designator/spot**
  - **Routine (Using Call Park Feature Button)**

DEPRESS  <sup>3</sup> • (Hear Confirmation Tone & Feature Button Lamp illuminates) • Hang Up <sup>1</sup>
  
  - **Deluxe (Using Feature Access Code when you don't have a Feature Button)**

DEPRESS  • (Hear Dial Tone) • DIAL (#70#) <sup>2</sup> • (Receive Confirmation Tone) • DEPRESS  • Hang Up <sup>1</sup>
  
- **To Park a Call using another extension as the parking designator/spot**
  - **Deluxe (Using Feature Access Code)**

DEPRESS  • (Hear Dial Tone) • DIAL (#70 + Extension) <sup>2</sup> • (Hear Confirmation Tone) • DEPRESS  • Hang Up <sup>1</sup>

NOTES:

Note 1 – If the call is not retrieved with 3-minutes, you will be rung back, if your phone is available, with (rt) showing after the name, indicating a returning call

Note 2 – If you receive a busy signal, someone else is parking a call. If you receive a Reorder signal another call is already parked on the same extension

Note 3 – If the Call Park button is already illuminated, a call is already parked and depression of the Call Park button will disconnect that party and park the existing call

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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Parking a Call – (concluded)**
  - **To Retrieve a Parked Call:**
    - **From either the same phone that used a (Call Park) feature button to park the call or from a phone with a parked call that has a (Call Park) feature button**  
DEPRESS  1 ● (Hear Confirmation Tone) ● Begin talking immediately
    - **From either same phone that used (#70#) to park the call or from a phone where the call is parked but no (Call Park) button is administered**  
Dial (#77#) 1 ● (Hear Confirmation Tone) ● Begin talking immediately
    - **From a phone other than the one where the call is parked**  
Dial (#77 + Extension where the call is parked) 1 ● (Hear Confirmation Tone) ● Begin talking immediately

**NOTES:**

Note 1 - If you receive a siren tone, either the party has hung up or the extension no longer has a parked call

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**FREQUENTLY USED FEATURES: (continued)**

**Feature Buttons: (continued)**

- **Call Pickup** – Provides the ability to answer calls ringing on up to 50 other phones to which you have no line/button or Coverage access. This is usually used when you do not normally cover/screen calls for those phones but need to answer a call for some reason. This feature is available on request through your Telephone Administrator

- **To Activate using a **Call Pickup** feature button:**

Hear a phone ringing and observe the blinking button beside the (Call Pickup) button <sup>1</sup> ● DEPRESS **Call Pickup** <sup>2</sup> ● Begin talking immediately <sup>3</sup>

- **To Activate when your phone doesn't have a (Call Pickup) button**

Hear a phone ringing ● Dial (\*7) <sup>2</sup> ● Begin talking immediately

**NOTES:**

Note 1 – If this button is not blinking, the ringing phone is not in your Pickup Group. Calls to your phone also cause this button to blink

Note 2 – If you receive a Busy signal, either the calling party hung up, someone else picked up the call, or the ringing phone is not in your Pickup Group

Note 3 – Your telephone display shows who is calling and to whom they called

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**FREQUENTLY USED FEATURES: (continued)**

**Other Features, Displays, and Feature Access Codes:**

- **Personal Meet-Me Conference (6-Party Maximum)** – In addition to the 6-party conference capability of the Telephones, Personal Meet-Me Conference provides the ability for an individual or department to have one or more telephone numbers assigned to operate as Personal Meet-Me conference numbers. Each number can support a conference call maximum of 6-Parties
  - The conference capability is available 24x7 without scheduling
  - When you want to have a conference call, notify callers to call your Meet-Me number at a specified time and provide them with the 6-digit Conference Access Code (CAC)
  - Conference List features described above under *Call Transfer & Conferencing* are available to help manage a call
  - The Meet-Me Telephone Number does not appear on any phone
  - One Telephone Station per Meet-Me Number may be provided the ability to change the CAC, however a given station may have this ability for multiple Meet-Me Numbers
  - See the Enhanced Conference Display described herein under *Transferring and Conferencing Calls – Detailed Instructions: More*

**To Change the CAC from the designated station:**

1. Dial (**#98**) ● (Hear Dial Tone)
2. Dial the Meet-Me Conference Number followed by (#)
3. Dial the existing 6-digit CAC followed by (#) ● (Hear Dial Tone)
4. Dial the new 6-digit CAC followed by (#) ● (Hear Dial Tone)
5. Dial the new 6-digit CAC **again** followed by (#) ● (Hear Confirmation Tone)
6. Hang Up

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**FREQUENTLY USED FEATURES: (continued)**

**Other Features, Displays, and Feature Access Codes: (continued)**

- **Speed (Abbreviated) Dialing – Personal, Group, and System List** – In addition to the Contacts/Speed Dialing and Speed Dial Buttons that are available, the system supports Speed Calling Lists (Personal, Group, and System) with a maximum of 100 entries each (codes 01-99, 00). These features are available on request through your Telephone Administrator
  - **To use a Personal List<sup>1</sup>**
    - Get a Dial Tone and Dial (**\*0**) followed by the **2-digit List Code**
  - **To use a Group List<sup>1</sup>**
    - Get a Dial Tone and Dial (**\*1**) followed by the **2-digit List Code**
  - **To use a System List<sup>1</sup>**
    - Get a Dial Tone and Dial (**\*6**) followed by the **2-digit List Code**
  - **To Program a Personal List with numbers to be called<sup>1</sup>**
    1. Get a Dial Tone and Dial (**#80**)
    2. Dial (**1**)
    3. Dial the **2-digit List Code**
    4. Dial the number to be called (**be sure to include [9] if the number is outside**)
    5. Dial (**#**)
    6. Hear *Recall Dial Tone (3-beeps followed by Dial Tone)*.
    7. Hang up
  - **To Program a Group List<sup>1</sup>**
    1. Get a Dial Tone and Dial (**#81**)
    2. Dial the **4-digit group list number including leading zeros**
    3. Dial the **2/3-digit List Code**
    4. Dial the number to be called (**be sure to include [9] if the number is outside**)
    5. Dial (**#**)
    6. Hear *Recall Dial Tone (3-beeps followed by Dial Tone)*.
    7. Hang up
      - The Telephone System Administrator must first provide you with the ability to program a Group List and also determines whether 2-digit or 3-digit codes are used

Note 1 – A maximum of 24-digits, including pauses, may be programmed for each list entry

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**FREQUENTLY USED FEATURES: (continued)**

**Other Features, Displays, and Feature Access Codes: (continued)**

- **Transfer to Voice Mail** – provides the ability to transfer a call to the voice mailbox of an AUDIX or Modular Messaging subscriber other than yourself
  - **To transfer a call you received by Call Coverage or Call Pickup to the Called Party’s Voice Mail**

Depress **Transfer** • Dial (#89) • Depress **Complete**

- **To Transfer a call to Another Party’s Voice Mail when the mailbox desired is not the same as the called party’s number**

Depress **Transfer** • Dial (see below) • Follow the prompts  
 Depress **Complete**

	ECLH CAMPUS	EMORY CAMPUS	SUBSCRIBER’S VOICE MAIL IS
Dial	6-5828	8-9090	AUDIX
Dial	6-5930	8-8090	Modular Messaging

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**FREQUENTLY USED FEATURES: (concluded)**

**Other Features, Displays, and Feature Access Codes: (concluded)**

- **Additional Display Information shown at the right-hand side of the display:**

- **Receiving Calls**

- b = the called party has “Active” coverage to you
- B = the called party is busy and Hunting directed the call to you
- c = the called party has permanent Send All Calls coverage to you
- callback = Auto-Callback is active for the ringing call
- d = the called party did not answer and Coverage sent the call to you
- f = the call is being forwarded to you
- p = the call was answered using Call Pickup
- rt = the ringing call is a previously parked call that is returning to you
- s = the called party has Send All Calls active and Coverage sent the call to you

- **Placing Calls**

- ARS = the call is being process by Automatic Route Selection
- cover = the extension you called is either being answered at a Coverage location or through Call Pickup
- forward = the called extension is forwarded to another number
- park = the call has been successfully parked
- wait = the called party is busy and has received call-waiting tones

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**TELECOMMUTING & MOBILITY FEATURES:**

- **EC500** – For Business Continuity/Disaster Recovery and enhanced ability to receive calls, the Extension-to-Cellular (EC500) feature is available. When requested by your Telephone Administrator, this feature provides the ability to have incoming calls to your desk phone ring at the same time on your Cell Phone
  - **To Activate:**
    - Be sure that your **Send All** button/feature is not activated
    - Depress **EC500**
    - This feature can be activated/cancelled remotely as detailed later in this document under *Telecommuting Features*
  - If you answer a call on the cell phone, you may pick up the call on the desk phone and hang up the cell phone
  - Using the **Extend Call** feature button, a call in progress on the desk phone can be extended to the cell phone, so that the desk phone can be hung up and the call continued on the cell phone
  - When calling an office location from the cell phone, the called party sees your Name and Extension number rather than your cell phone number. This occurs regardless of whether or not your EC500 feature button is active for incoming calls. However, this will only work for Offices that are part of the Avaya system
  - If your Cell Phone voice mail is programmed to answer in fewer rings than your office phone, or if your cell phone is turned off or out of range, your office Voice Mail will not be able to answer a call when EC500 is active. Your Telephone Administrator can assist in having the ringing intervals for the office/cell phone adjusted, as needed, to minimize calls to the cell phone voicemail. Another option is to have the cell phone voicemail removed so that all unanswered EC500 calls route only to the office voice mail
  - **You cannot call your office extension from the phone administered as your EC500 phone**

If you have your home phone administered as your EC500 phone, people calling you from the home phone will first have to dial the “Privacy” feature code provided by the Telephone Company. Having your Home Phone administered as your EC500 destination is not recommended

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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

**Telecommuting Features** – The system provides the ability to remotely activate and cancel some features. This is done by dialing the Telecommuting Telephone Number, entering the feature code desired, followed by your Extension and Extension's Security Code.

- **Telecommuting Access Numbers:**
  - 404-686-6434 Crawford Long Campus
  - 404-778-8723 Emory Campus
  
- **Remote EC500 (Extension to Cellular)**
  - **To Activate:**
    - Your (**SendAllCalls**) button/feature **must not be active** at your desk phone for EC500 to operate. See below on how to remotely cancel (**SendAllCalls**).
    - 1. Dial the Telecommuting Access Number • (Hear Dial Tone)
    - 2. Dial (**#95**) • (Hear a 2<sup>nd</sup> Dial Tone)
    - 3. Dial (your 5-digit extension) <sup>1</sup> • Dial a (**#**)
      - If you are calling from the EC500 Cell phone or your host office extension, you do not need to enter the extension number. In these cases, just press (**#**)
    - 4. Dial (your Extension's Security Code - 0 + your 5-digit extension number is the default) <sup>1</sup> • Dial a (**#**)
    - 5. (Hear Confirmation Tone) – the feature is activated
  
  - **To Cancel:**
    - 1. Dial the Telecommuting Access Number • (Hear Dial Tone)
    - 2. Dial (**#96**) • (Hear a 2<sup>nd</sup> Dial Tone)
    - 3. Dial (your 5-digit extension) <sup>1</sup> • Dial a (**#**)
      - If you are calling from the EC500 Cell phone or your host office extension, you do not need to enter the extension number. In these cases, just press (**#**)
    - 4. Dial (your Extension's Security Code - 0 + your 5-digit extension number is the default) <sup>1</sup> • Dial a (**#**)
    - 5. (Hear Confirmation Tone) – the feature is cancelled

Note 1 – You can correct a dialing error by pressing (\*) after dialing the extension or security code. You will be taken back in the process to the beginning of Step 3

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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

- **Remote Forwarding:**

- **To Activate:**

- Your (**SendAllCalls**) button/feature **must not be active** at your desk phone for EC500 to operate. See below on how to remotely cancel (**SendAllCalls**).
- 1. Dial the Telecommuting Access Number • (Hear Dial Tone)
- 2. Dial (**#52**) • (Hear a 2<sup>nd</sup> Dial Tone)
- 3. Dial (your 5-digit extension) <sup>1</sup> • Dial a (**#**)
  - If you are calling from the EC500 Cell phone or your host office extension, you do not need to enter the extension number. In these cases, just press (**#**)
- 4. Dial (your Extension's Security Code - 0 + your 5-digit extension number is the default) <sup>1</sup> • Dial a (**#**)
- 5. (Hear a 3<sup>rd</sup> Dial Tone)
- 6. Dial:
  - The 5-digit extension to which you wish to forward or
  - (9) + the Telephone Number to which you wish to forward.
    - Be sure to enter the number as you would normally dial it from your office, e.g., 9 & Number or, 9-1-Area Code & Number.
- 7. (Hear Confirmation Tone) – Forwarding is activated

- **To Cancel:**

1. Dial the Telecommuting Access Number • (Hear Dial Tone)
2. Dial (**#57**) • (Hear a 2<sup>nd</sup> Dial Tone)
3. Dial (your 5-digit extension) <sup>1</sup> • Dial a (**#**)
  - If you are calling from the EC500 Cell phone or your host office extension, you do not need to enter the extension number. In these cases, just press (**#**)
4. Dial (your Extension's Security Code - 0 + your 5-digit extension number is the default) <sup>1</sup> • Dial a (**#**)
5. (Hear Confirmation Tone) – the feature is cancelled

Note 1 – You can correct a dialing error by pressing (**\***) after dialing the extension or security code. You will be taken back in the process to the beginning of Step 3

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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

- **Remote Send All Calls:**
  - **To Activate:**
    1. Dial the Telecommuting Access Number • (Hear Dial Tone)
    2. Dial (**#90**) • (Hear a 2<sup>nd</sup> Dial Tone)
    3. Dial (your 5-digit extension)<sup>1</sup> • Dial a (**#**)
      - If you are calling from the EC500 Cell phone or your host office extension, you do not need to enter the extension number. In these cases, just press (**#**)
    4. Dial (your Extension's Security Code - 0 + your 5-digit extension number is the default)<sup>1</sup> • Dial a (**#**)
    5. (Hear Confirmation Tone) – the feature is activated
  - **To Cancel:**
    1. Dial the Telecommuting Access Number • (Hear Dial Tone)
    2. Dial (**#60**) • (Hear a 2<sup>nd</sup> Dial Tone)
    3. Dial (your 5-digit extension)<sup>1</sup> • Dial a (**#**)
      - If you are calling from the EC500 Cell phone or your host office extension, you do not need to enter the extension number. In these cases, just press (**#**)
    4. Dial (your Extension's Security Code - 0 + your 5-digit extension number is the default)<sup>1</sup> • Dial a (**#**)
    5. (Hear Confirmation Tone) – the feature is cancelled

Note 1 – You can correct a dialing error by pressing (**\***) after dialing the extension or security code. You will be taken back in the process to the beginning of Step 3

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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

- **Alternate Coverage Path** – At your request, the Telephone Administrator can have two coverage paths administered for you. You can activate either one at any time. An example of this might be one where Coverage Path 1 goes to Assistant-1 then to Voice Mail and Coverage Path 2 goes to Assistant-2 then Voice Mail.<sup>2</sup>

- **To Activate Coverage Path #1**

1. Dial the Telecommuting Access Number • (Hear Dial Tone)
2. Dial (**#72**) • (Hear a 2<sup>nd</sup> Dial Tone)
3. Dial (your 5-digit extension)<sup>1</sup> • Dial a (**#**)
  - If you are calling from the EC500 Cell phone or your host office extension, you do not need to enter the extension number. In these cases, just press (**#**)
4. Dial (your Extension's Security Code - 0 + your 5-digit extension number is the default)<sup>1</sup> • Dial a (**#**)
5. (Hear Dial Tone) • Dial a (**1**)
6. (Hear Confirmation Tone) – Coverage Path #1 is activated

- **To Activate Coverage Path #2**

1. Dial the Telecommuting Access Number • (Hear Dial Tone)
2. Dial (**#72**) • (Hear a 2<sup>nd</sup> Dial Tone)
3. Dial (your 5-digit extension)<sup>1</sup> • Dial a (**#**)
  - If you are calling from the EC500 Cell phone or your host office extension, you do not need to enter the extension number. In these cases, just press (**#**)
4. Dial (your Extension's Security Code - 0 + your 5-digit extension number is the default)<sup>1</sup> • Dial a (**#**)
5. (Hear Dial Tone) • Dial a (**2**)
6. (Hear Confirmation Tone) – Coverage Path #2 is activated

Note 1 – You can correct a dialing error by pressing (**\***) after dialing the extension or security code. You will be taken back in the process to the beginning of Step 3

Note 2 – The System Administrator can change the active of Coverage Path, when necessary, using Console Permissions

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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

- **Station Security Code Change** – You can change your station’s security code used in the telecommuting features from the Default value (0+ your 5-digit extension number)
  - **To Change the Security Code**
    - **Warning: Changing the Security Code changes an IP-Telephone’s ability to operate. If you change the Security Code, you will have to reboot your telephone after changing the code before you can use the phone**
    - 1. Dial the Telecommuting Access Number • (Hear Dial Tone)
    - 2. Dial (#42) • (Hear a 2<sup>nd</sup> Dial Tone)
    - 3. Dial (your 5-digit extension) <sup>1</sup> • Dial a (#)
      - If you are calling from the EC500 Cell phone or your host office extension, you do not need to enter the extension number. In these cases, just press (#)
    - 4. Dial (your Extension’s Security Code - 0 + your 5-digit extension number is the default) <sup>1</sup> • Dial a (#)
    - 5. (Hear Dial Tone) • Dial a (new station security code) • Dial a (#)
    - 6. (Hear Dial Tone again) • Dial a (new station security code again) • Dial a (#)
    - 7. (Hear Confirmation Tone) – The Security Code is changed
    - 8. REBOOT YOUR TELEPHONE by momentarily unplugging the connection from the back of the phone
      - You will be prompted to Login. Do so using your extension number and the new Station Security Code

Note 1 – You can correct a dialing error by pressing (\*) after dialing the extension or security code. You will be taken back in the process to the beginning of Step 3

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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

- **Personal Station Access (PSA)** – The PSA feature provides the ability to move your telephone number (not your physical phone) with you from location-to-location. This also occurs when the IP-Softphone is used remotely in lieu of your desk phone.
  - The process is one of logging your extension in at either another phone or IP-Softphone which is referred to herein as the Alternate phone
    - You will be asked if you want to override the phone where your extension is currently logged-in
    - When you respond with “yes” the system un-registers/logs-off your Desk phone and registers/logs-in your extension at the current/Alternate phone
    - The Alternate phone then loads the extension and feature buttons previously programmed on your Desk phone.
    - The process is reversed when returning to your desk.
  - During the time you are logged-in at the Alternate phone, your Desk phone will display “Login.”
  - If you fail to log-off at the temporary location, you can force re-registration when you return to your desk by following the “Forced Registration” process below.”
  - **This feature requires that your Desk phone and the Alternate phone are the same type for the functions to operate properly**
  - **Calls to E911 should not be made when logged-in with your regular extension at the Alternate phone because the E911 address information seen by the E911 Bureau will have the address of your regular desk phone rather than the address of the Alternate phone**

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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

- **Personal Station Access (PSA) (continued)**
  - **To Register** - your extension to an alternate instrument:
    - **An Extension is currently registered** at the alternate phone and your extension is logged in at your Desk phone:
      1. Make a note of the Set ID (upper left corner of the display).
      2. Un-register the existing number as follows:
        1. Depress 
        2. Depress 
        3. Depress  to confirm the process
        4. Receive the “Extension” prompt
        5. Enter your desk extension followed by (#)
        6. Receive the “Password” prompt
        7. Enter your Extension’s password followed by (#)
        8. Receive the “Extension in Use...Press Continue to take over this extension” prompt
        9. Depress 
    - **An Extension is not currently registered** at the alternate phone:
      1. Phone displays “Login” prompt
      2. Depress 
      3. Proceed as with step 2-4 above

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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

- **Personal Station Access (PSA) (concluded)**
  - **To Un-register** - your extension when leaving an Alternate phone:
    1. Depress 
    2. Depress 
    3. Depress  to confirm the process
    4. Receive the “Extension” prompt
    5. Enter the Extension/Set ID of the Alternate phone extension followed by (#)
    6. Receive the “Password” prompt
    7. Enter the Extension’s password followed by (#)
    8. Alternate Phone loads with its normal settings
    9. Your regular desk phone reloads after 20 minutes
  - **To Force Re-registration** – at your desk phone when returning to your desk after failing to Un-register at the alternate instrument.
    - Phone displays “Login” prompt
      1. Depress 
      2. Enter your desk extension followed by (#)
      3. Receive the “Password” prompt
      4. Enter your Extension’s password followed by (#)
      5. Receive the “Extension in Use...Press Continue to take over this extension” prompt
      6. Depress 
        - Desk Phone loads your desk phone’s settings.
        - Alternate Phone loads with its normal settings after 20 minutes.

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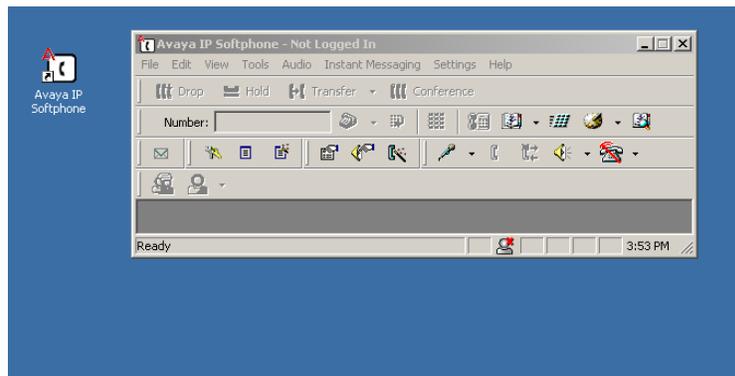
**TELECOMMUTING & MOBILITY FEATURES: (continued)**

**IP-Softphone:**

The Avaya system supports the ability to replicate your telephone on your PC using Avaya IP-Softphone. You will receive detailed configuration and access information if you select this feature/application.

IP-Softphone allows you to:

- Control your desk phone using your PC
  - See displays of your telephone on your PC
  - Make and answer calls on your phone using your PC to control the desk phone
  - Using Outlook Contacts, click a contact and have Softphone cause your desk phone to dial the number
  - Copy/Paste telephone numbers from a document into the Number field of Softphone for dialing a number
- Use your PC as your Desk Phone when away from your desk phone, e.g. home or hotel
  - Configurable upon application launch in one of two modes:
    - Road Warrior
      - Requires a USB Headset
      - Requires Cable Modem, DSL, or LAN connectivity and associated bandwidth
    - Telecommuter
      - Uses the PC for displays and controls
      - Uses another phone for the talk path, e.g. home phone or cell phone
        - Each time you make or answer a call, the system makes a call to the home/cell phone to provide a talk path
      - Is used when the bandwidth connectivity is not good and voice quality is suffering



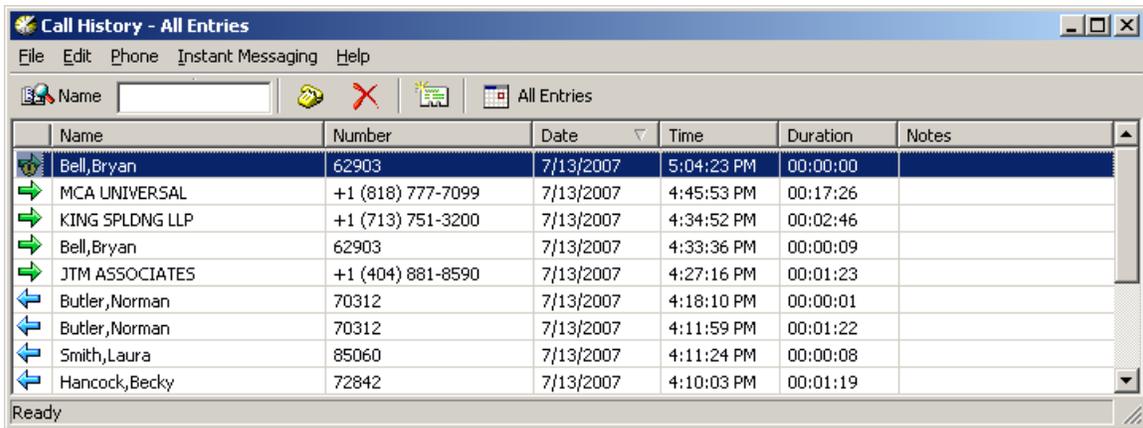
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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

**IP-Softphone: (continued)**

**Call History:**

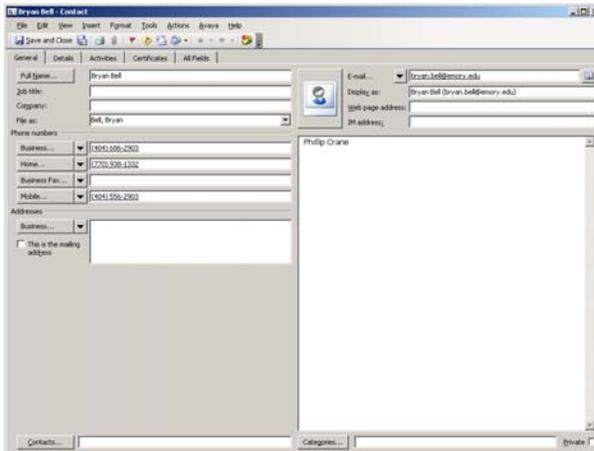
IP-Softphone provides an exportable Call History which logs all calls made from your Desk Phone (Telecommuter mode) or PC (Road Warrior Mode) while the application is launched. It supports the ability to click an entry to automatically call the associated party. It is accessed through either the Icon  or from the Tool Bar using *Tools: Call History*.



Name	Number	Date	Time	Duration	Notes
Bell, Bryan	62903	7/13/2007	5:04:23 PM	00:00:00	
MCA UNIVERSAL	+1 (818) 777-7099	7/13/2007	4:45:53 PM	00:17:26	
KING SPLDNG LLP	+1 (713) 751-3200	7/13/2007	4:34:52 PM	00:02:46	
Bell, Bryan	62903	7/13/2007	4:33:36 PM	00:00:09	
JTM ASSOCIATES	+1 (404) 881-8590	7/13/2007	4:27:16 PM	00:01:23	
Butler, Norman	70312	7/13/2007	4:18:10 PM	00:00:01	
Butler, Norman	70312	7/13/2007	4:11:59 PM	00:01:22	
Smith, Laura	85060	7/13/2007	4:11:24 PM	00:00:08	
Hancock, Becky	72842	7/13/2007	4:10:03 PM	00:01:19	

**Incoming Call - Automatic Outlook Contact Display:**

For incoming calls where the caller's telephone number is found in Outlook Contacts, the Contact is automatically displayed.



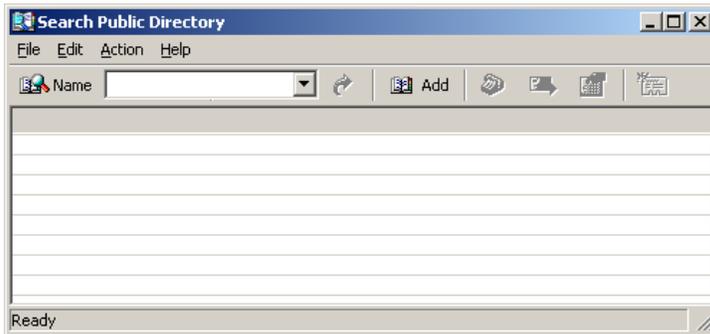
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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

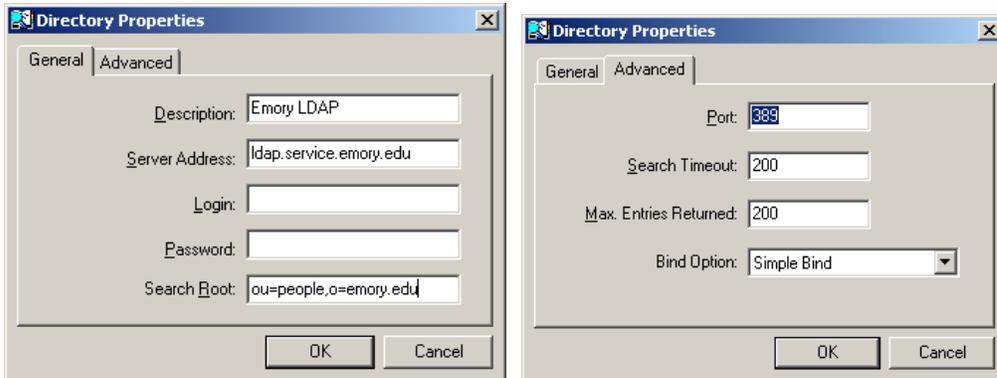
**IP-Softphone: (continued)**

**LDAP Directory Access:**

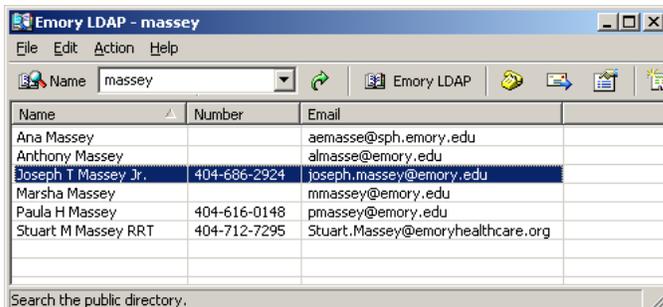
Lightweight Directory Access Protocol (LDAP) provides the ability to access various directory systems when using IP-Softphone. It is access using either the Icon  or from the Tool Bar *Tools: Search Public Directory*.



Administration is as follows:



A typical search is shown below. A selection can be selected and then automatically dialed.



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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

**IP-Softphone: (continued)**

**Phone Display:**

By selecting from the Tool Bar View: *Call Bar Style: Generic Phone*, the display of the phone can be toggled between the “Classic” and “Generic Phone” display styles.



The buttons in the below display, can be clicked for line selection, Conference, Transfer, Drop and Hold, and Feature Activation



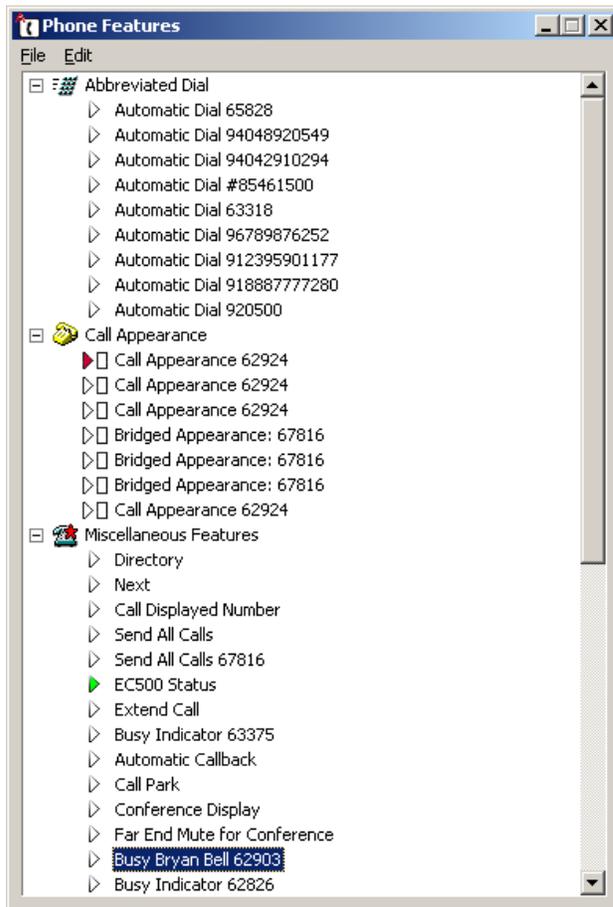
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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

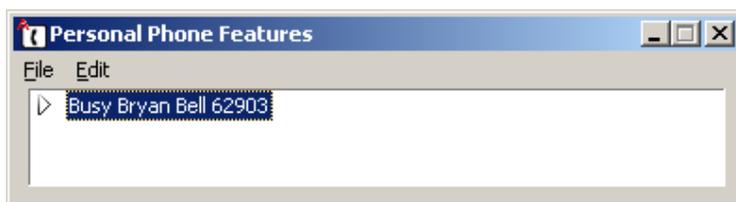
**IP-Softphone: (continued)**

**Full Feature and Personal Feature Button Display:**

Regardless of the Phone View Call Bar Style used (Classic/Generic Phone), the Phone Features pane provides full access to all features and line appearances administered for the phone. It also provides the ability to customize the labels, as highlighted below for “Busy Bryan Bell 62903.”



Selected Phone Features can be copied to the *Personal Phone Features* pane to provide access to the most frequently used features.



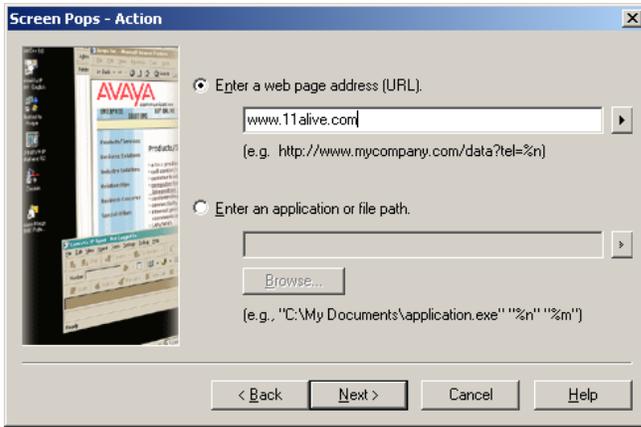
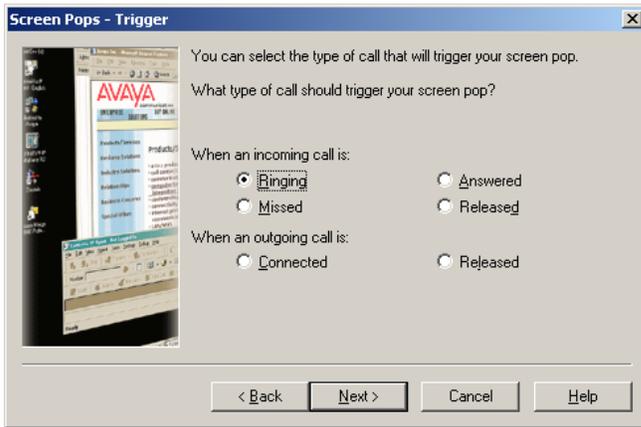
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**TELECOMMUTING & MOBILITY FEATURES: (continued)**

**IP-Softphone: (continued)**

**Screen Pops:**

From the Tool Bar, *Tools: Screen Pops* can be selected to launch a configuration wizard to administer the ability to have an automatic screen pop using either a specified URL or Application and under certain conditions as shown below:



Screen Pops				
File Edit Help				
Name	Call Type	Call State	Command	
<input type="checkbox"/> Demonstration	Incoming	Ringing	www.11alive.com	

Ready

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**TELECOMMUTING & MOBILITY FEATURES: (concluded)**

**IP-Softphone: (concluded)**

**Softphone Contacts/Speed Dial Numbers:**

Similar to the Contact & Speed Dial Number information that may be stored in a desk phone, Contact information can be created/stored in the IP-Softphone application. It is access using either the Icon  or through the Tool Bar using *Tools: Contacts*.



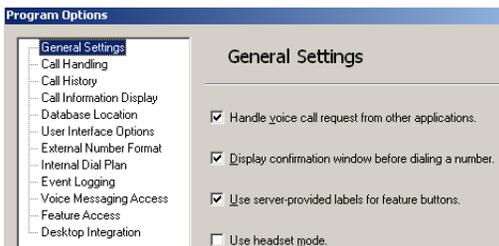
**Dial Pad:**

Telephone Numbers may be entered into the *Number* field on the Classic Bar view of the phone or using the Dial Pad option which is accessed using either the icon  or from the Tool Bar using *View: Dial Pad*.



**Program Options and Controls:**

Users should familiarize themselves with the *Program Options* which is accessed from the Tool Bar by selecting *Tools: Program Options*.



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**TELEPHONE, VOICE MAIL, AND SPEECH ACCESS INSTRUCTIONS AND QUICK REFERENCE GUIDES:**

Please see <http://it.emory.edu/telephones> for Quick Reference Guides (QRGs) on the following:

- Quick Reference Guides on 9620, 9630, 9650 IP-Telephones
- Quick Reference Guides on Analog – Single Line Telephones

Please see <http://it.emory.edu/voicemail> for Quick Reference Guides (QRGs) on the following:

- Modular Messaging Any Phone
  - Initializing a new Mailbox
  - Instructions on using the Telephone User Interface (TUI) to Modular Messaging Voice Mail
- Modular Messaging Web Subscriber Options
  - How to use Windows Internet Explorer to administer Voice Mail Subscriber Options instead of using the Telephone User Interface (TUI)
- Modular Messaging Outlook Thick Client (OTC)
  - How to use Outlook and the Avaya OTC for message playback
  - How to Control Playback of Voice Mail through your PC but change the audio source from PC Speakers/Headset to your telephone
- Modular Messaging Fax Server
  - How to have your Outlook Mailbox receive Faxes
  - How to use the OTC to send Faxes of documents you have stored electronically on your PC, e.g. a Word Document
- Speech Access User Interface
  - How to use Speech Access with Voice Recognition to:
    - Retrieve and respond to Voicemail and Email using speech commands
    - Administer your Outlook Calendar and setup appointments/meetings
    - Provide Personal Assistant functions such as:
      - Screening calls
      - Locating you for selected callers
- Speech Access Web Subscriber Options
  - How to use Windows Internet Explorer to administer Speech Access Subscriber Options

**Voice Mail - Assistant Procedures:**

- **Please see the instructions provided earlier under *Other Features, Displays, and Feature Access Codes: Transfer to Voice Mail***