

Avaya 9621G/9641G IP Deskphones SIP Quick Reference

Icons

General

Icon	Description
	Incoming call alert
	Active call
	Call on hold
	Call forwarding
	Call on mute
	Active EC500 feature
	Indicates that the call is using a wideband codec for good voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates that the user enabled the LNCC feature.

Call history

Icon	Description
	Missed call
	Incoming call that you answered

Icon	Description
	Outgoing call

Presence

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

Conference

Icon	Description
	Active conference
	Conference on hold

Answering and calling

Switching to another deskphone during an active call

1. Answer the incoming call from your deskphone.
2. To switch to the other deskphone, tap **Bridge** on that deskphone.

Transferring a call

1. From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
2. Tap **Transfer**.

3. Dial the number if you know the number or call the person from the contacts list or from the history list.
4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call. Otherwise, tap **Complete** or press **OK**.

* Note:

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

Making an emergency call

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

Dialing an E.164 number

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

Call pickup group

Answering a call for a call pickup group member

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

Bridged calls

Answering a call on a bridged line

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

Joining a call on a bridged line

1. Tap the call appearance of the bridged call in progress that you want to join.

2. Tap the **Bridge** softkey.

Paging

Initiating a group page

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

Call forwarding

Activating Send All Calls

1. Press **Forward** to gain access to the main Forwarding screen.
2. Tap **Send All Calls** to activate the feature.

Activating call forwarding

1. Press **Forward** to gain access to the main Forwarding screen.
2. Tap **Call Forward**.
3. Enter the destination number to which you want to forward your calls.
4. Tap **Enter**.
After you enter the forwarding number, you hear a confirmation tone.

Conferencing

Setting up a conference call

1. Select any idle call appearance and dial the first conference participant.
2. From the Phone screen, tap **Conference**.
3. Dial the telephone number, or call the person from the contacts list, or call the person from the History list.
4. When the person answers, tap **Join** to add the person to the existing call.
5. To add another party to the conference call, tap **Add**.
6. Repeat Steps 3 and 4 to add another person to the conference call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Tap **Conf** or **Add** if you are already in a conference.

3. Select the call on hold that you want to add to the conference.
4. Tap **Resume** to take the call off hold.
5. Tap **Join** or **Conf** to add the person to the conference call.

Team button

Answering an active call on a monitored extension

1. Go to the Features screen.
2. Tap the entry for the extension for which you want to answer the ringing call.

Options & Settings

Setting up speed dialing

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Assign Speed Dial Entries**.
3. Tap the required unassigned line.
4. Tap to select the number that you want to assign.
For more information on using the speed dial feature, see [Speed dialing a person](#).

Setting up favorites

1. Press **Home**.
2. Tap **Settings** > **Options & Settings** > **Assign Favorite Entries** > **Set Favorites**.
3. Perform one of the following actions:
 - To add a favorite contact, tap **Contacts**.
 - To add a favorite feature, tap **Features**.
4. Tap **Select** to choose the required contact or feature.

Features

Setting up automatic call back

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

Extending a call to your cell phone (EC500)

1. During an active call, gain access to the Features screen.
2. Scroll to **Extend Call**, and tap to forward the call to your mobile phone.

3. Answer the call on your cell phone.
The call remains active on your deskphone, so you can switch back to your deskphone at any time.

Activating EC500 for simultaneous ringing on multiple phones

1. From the Phone screen, gain access to the **Features** screen.
2. Scroll to **EC500**, press **OK** and tap the corresponding line.

Contacts

Adding a new contact

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

9. Tap **Save**.

Searching for a contact

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

Accessing Exchange contacts

1. Press **CONTACTS**.
2. Tap .

* Note:

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

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

Call parking

Parking a call

1. During an active call, gain access to the Features screen.
2. Tap the corresponding line to choose **Call Park**.
After parking the call successfully, the deskphone provides a confirmation tone.

Unparking a call

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

Appointments

Reviewing your appointments

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

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

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

Headset profiles

Setting headset profile

1. Press **Home**.
2. Tap **Settings > Options & Settings > Advanced Options > Headset Profile**.
3. Tap to select the profile that matches your headset.
For more information on headset profiles that Avaya supports, see the document *Avaya one-X® 96X1 Series IP Deskphone Headset Profiles* at the [Avaya Support](#) website.
4. Tap **Save**.

Presence

Changing the presence status

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

1. Press **Home**.
2. Tap **Settings > My Presence**.
3. Tap to choose any of the following options:
 - **Automatic**: To let the deskphone manage the presence state.
 - **Available**: To show you are available and open for communication.
 - **Busy**: To show you are busy.
 - **Away**: To show you are away from the deskphone.
 - **Do not Disturb**: To show you are not open for communication.
 - **Out of Office**: To show you are out of office.
 - **Offline**: To appear invisible. The deskphone continues to keep the presence subscriptions with

the Presence Server. The deskphone also keeps receiving notifications for the contacts for whom the deskphone subscribed to watch.

4. Tap **Save**.