DC-Net Avaya Phone User Guide

For Avaya IP Phone Models:

- 9621G

- 9641G

9621G   9641G

2011

Avaya IP Phone Overview
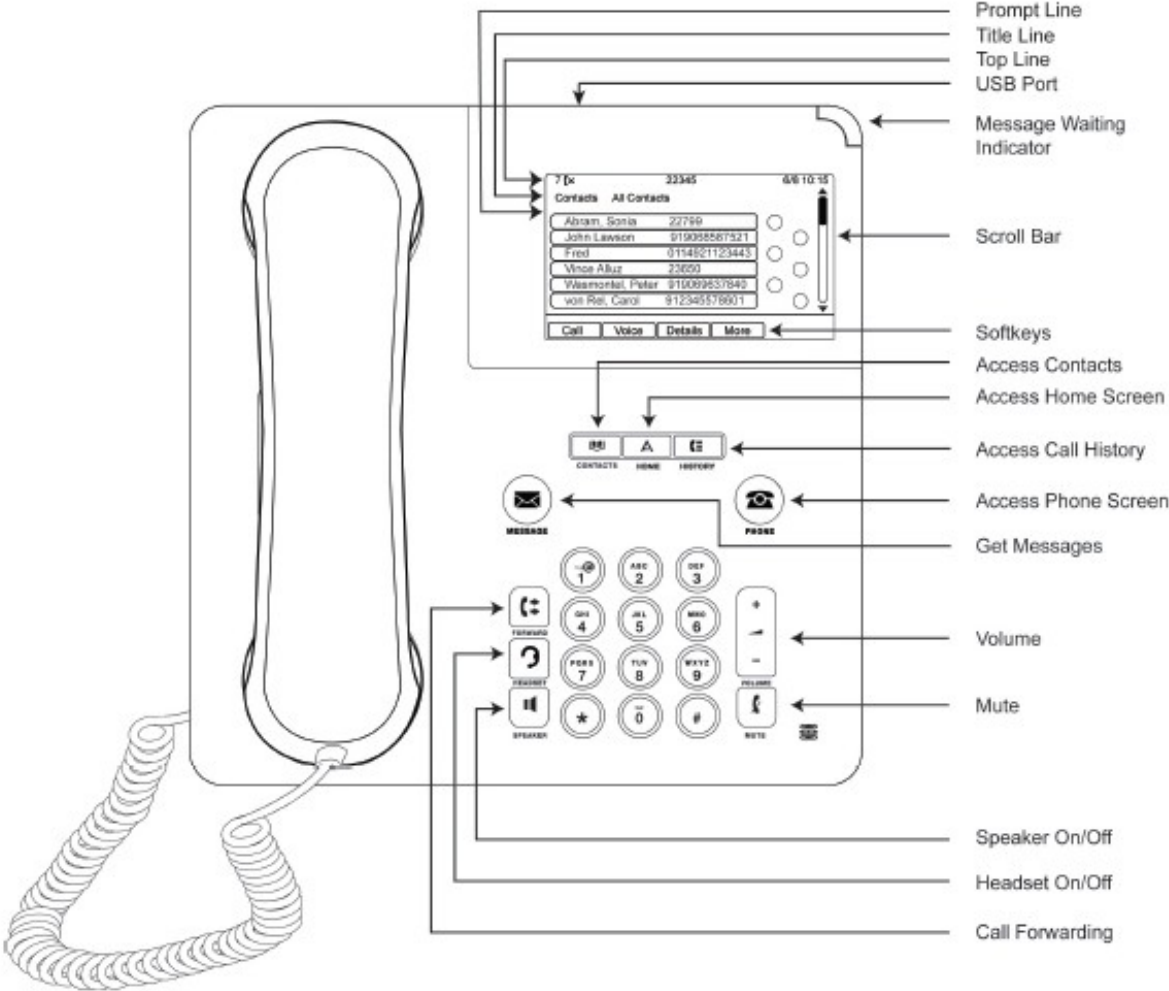
9621G and 9641G

Setting up and Accessing Voicemail

Set up a New Voice Mail Box

1. From your office phone, press the envelope button. At the prompt, enter "1000" (your temporary password) and then press #.

2. At the prompt, press **1**. Enter your new password and then press **#**. (Passwords must be at least four digits, have no consecutive or repeated numbers, must not begin with zero, and must not be your phone number.)

3. At the following prompt, re-enter the password. Then press **#** again.

4. Record your name. At the prompt, press **1** and speak your first and last name and then press **#**. You will hear your recorded name. You can accept or re-record it.

5. Record a personal greeting. Press **1** and record your greeting (this must comply with your agency's and the District's standards). Press **#** when you are finished. The recording plays back. You can accept or re-record your greeting.

After completing setup, the Main Menu of your mailbox is displayed.

Accessing Avaya Voicemail

1. Dial **202-478-1000** or **202-478-1400** or press the **Message** button on your Avaya phone.
2. Enter your passcode (temp passcode 1000) and press #.

Accessing Voicemail Remotely

1. Call your 10 digit office telephone number.
2. When the greeting comes on press ***** (star) and press ***** again.
3. At the prompt, enter your password.

Accessing Audix Voicemail (DYRS Only)

1. Dial **202-299-3349**.
2. Enter your passcode (temp passcode 1000) and press #.

Accessing Unified Messaging Voicemail

- Dial **202-730-1518**.

Passcode resets:

- In MS Office 2007 Outlook, click **Tools > Options > VM Tab > Reset PIN.**

- Non-Office 2007: Click DC Gov Mail > Tools > Options > VM Tab > Reset PIN.

Keys to Using Your DC-Net Phone

- Always dial seven digits for network calls.

- Always dial 9 before placing an out-of-network call.

- Always dial 9 1 before placing a long distance call.

Where to Get Help

202-715-3733 Trouble Tickets

- Remedy/Trouble Tickets
- Voicemail Password Resets
- Caller ID Name Changes
- Ticket Status

202-715-3801 Customer Care

- RTS Order Processing
- Pricing
- Service Verification
- Expedites/Escalations
- Assistance Issuing RTS Orders

For an online tutorial, visit our website www.dcnet.in.dc.gov

Scrolling and Navigation

To switch between call appearances and features, use the **Features** or **Phone** button in the upper right of the Phone screen to switch between call appearances and features. Touch **Features** to move from the Phone screen to the Features list, or touch **Phone** to move from the Features list to the Phone screen.

When a list item has a "Details" button (a blue right-facing arrow), touching it shows more information about the item. For example, touching the arrow to the right of a contact name produces a detail screen showing all the numbers on file for that person.

You act on objects such as a line or softkey by touching them or by touching the on-screen softkey labels. Softkey labels change according to the context. For example, touch a contact to place a call to that person, touch a line on the Phone screen to answer an incoming call, to go off hook to place a call, or to resume a call on hold.

The Home Screen

Press the **Home** button under the display to access the Home screen. Home screen icons let you access your telephone's options and settings to adjust or customize them, access Web-based applications to display a calculator, view your phone and network settings, use Favorite speed dial buttons, and log out. Your exact Home screen content depends on how your administrator has set up your system; it normally includes standard Avaya features.

You can also use **Contacts** to put speed dial icons for up to Favorite numbers on your Home screen. Your administrator may make other Web-based applications available to you, for example, a corporate directory or support page. To invoke any application you see on the Home screen, touch its icon. Depending on how many Avaya applications, contact favorites, and/or Web-based applications are administered, you may have a second page for your Home screen. Touch the scroll bar on the right side of the Home screen to view the next page.

Answering and Making a Call

Answering a Call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press the line button next to the incoming call, or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.

- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.

Making a Call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Using Voice Dialing

1. Press **Contacts**.
2. If Voice dialing is enabled, a **Voice** softkey displays. If no tone is generated or if no check mark appears next to the **Voice** softkey, press **Voice**.
3. Within a few seconds or as soon as you hear the tone, say the name of the person you want to call.

Making a Call Using Edit Dialing

Edit dialing works just like making a call on your cell phone - just start entering the number without hearing a dial tone. Using the Bksp softkey, you can backspace to "edit" the number before actually dialing it.

Putting a Call on Hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.
4. Press **Resume** or the line button of the held call to retrieve the call.

Transferring a Call

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer** or **OK**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK** to transfer the call.

Conference Calls

Setting up a Conference Call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.
6. Press **Drop** at any time to drop the last person added to the conference call.

Adding a Person on Hold to a Conference call

1. From the Phone screen, select your active call.
2. Press **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. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Dropping a Person from a Conference Call

1. From the Phone screen, select your active call.
2. Press **More** then **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

Features

For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features Menu

From the Phone screen, scroll right to access the Features menu.

Send all Calls

1. Press **Forward** to access the main Forwarding menu.
2. Select **SendAllCalls**.
3. Press **Select** or **OK** to turn Send All Calls on or off.

Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can call a contact by speaking the contact name. You can also import or export a Contact list using a USB device.

Searching for a Contact

1. Press **Contacts**.
2. With the phone on hook, use the dialpad to start typing the name for which you want to search.
3. When you see the contact you want:
   - Touch the contact's phone number to dial the person, or
   - Touch the Details button next to the contact's phone number to select a different phone number for or see detail information about this contact.

Calling a Person from the Contacts List

1. Press the **Contacts** button.
2. Locate the contact you want by typing the person's name as it is listed.
3. To call the contact's primary number, touch the line on which the contact name appears.
4. To call a non-primary number, touch the **Details** button to move to the contact's detail information, then touch the desired number.

Adding a New Contact

1. Press **Contacts**, then touch **New.**
2. Enter the name using the keyboard.
3. Touch the check mark to move to the number entry screen.
4. Enter the primary telephone number using the keyboard. The primary number is the first number entered; it always displays without having to go into contact details.
5. Touch the check mark to indicate you are finished entering the name and primary number. Your entries display in a business card format.
6. Do one of the following:
   - To change the name, touch that line and edit the entry following Step 2.
   - To change the number, touch that line and edit the entry.
   - To add another number using the keyboard, touch a blank line, then touch the applicable icon (mobile, work, or home). Repeat to add a third number. If you select handle, provide a value for the extension number, an "at" @ sign, and the company name, for example, 21234@avaya.com. You can then determine the contact's presence based on

handle icons that appear next to this person's name/number.

- Touch **Cancel** to return to the Contacts list without saving the new information.
- Touch **Primary** to change the primary number.

8. Touch **Save**.

Editing a Contact

1. Press **Contacts**.
2. Search for the contact you want to edit.
3. Touch the **Details** button to the right of the contact to display detail information.
4. Touch **+** to add another number for the contact or touch **Edit** to edit the name or any of the numbers.
5. To edit a name or number, do one of the following:
   - Touch **Primary** to change the primary number.
   - Touch the Name or number you want to edit.
   - Touch a blank line to add a number.
   - Touch **Cancel** to return to the Contacts list.
6. Use the onscreen keyboard to make changes to the contact information.
7. Touch **Done**.
8. To change other contact information, repeat Steps 5 through 7.
9. When you finish changing contact information, touch **Save**.

Changing the Primary Contact Number

If a contact has two or three numbers, the primary contact number is the first number in the list. It is the number dialed when you touch a contact in the Contacts list. By default, the first number you enter for a contact is the primary number.

1. Press **Contacts**.
2. Search for the contact whose primary number you want to change.
3. Touch the **Details** button for the contact to display detail information.
4. Touch **Edit**.
5. Touch **Primary**.
6. Touch the number you want to become the new primary number.
7. Touch **Done**.
8. Touch **Save**.

Call History

Calling a Person from Call History

1. Press the **History** button.
2. Touch the appropriate icon at the top right of the screen to view All Calls, Missed Calls, Answered Calls, or Outgoing Calls.
3. If you don't see the name of the person you want, scroll down until the name displays.
4. When you see the name of the person you want to call, touch it to dial the corresponding number.

Adding an Entry from Call History to your Contacts List

1. Press **History**.
2. Select the number you want to add to your Contacts list. Touch the **Details** button of the number you want to add to your Contacts list.
3. Touch **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Touch **Save**.