

DC-Net Avaya Phone User Guide

For Avaya IP Phone Model:

. 9650



9650

For Technical Support contact: 202-715-3733

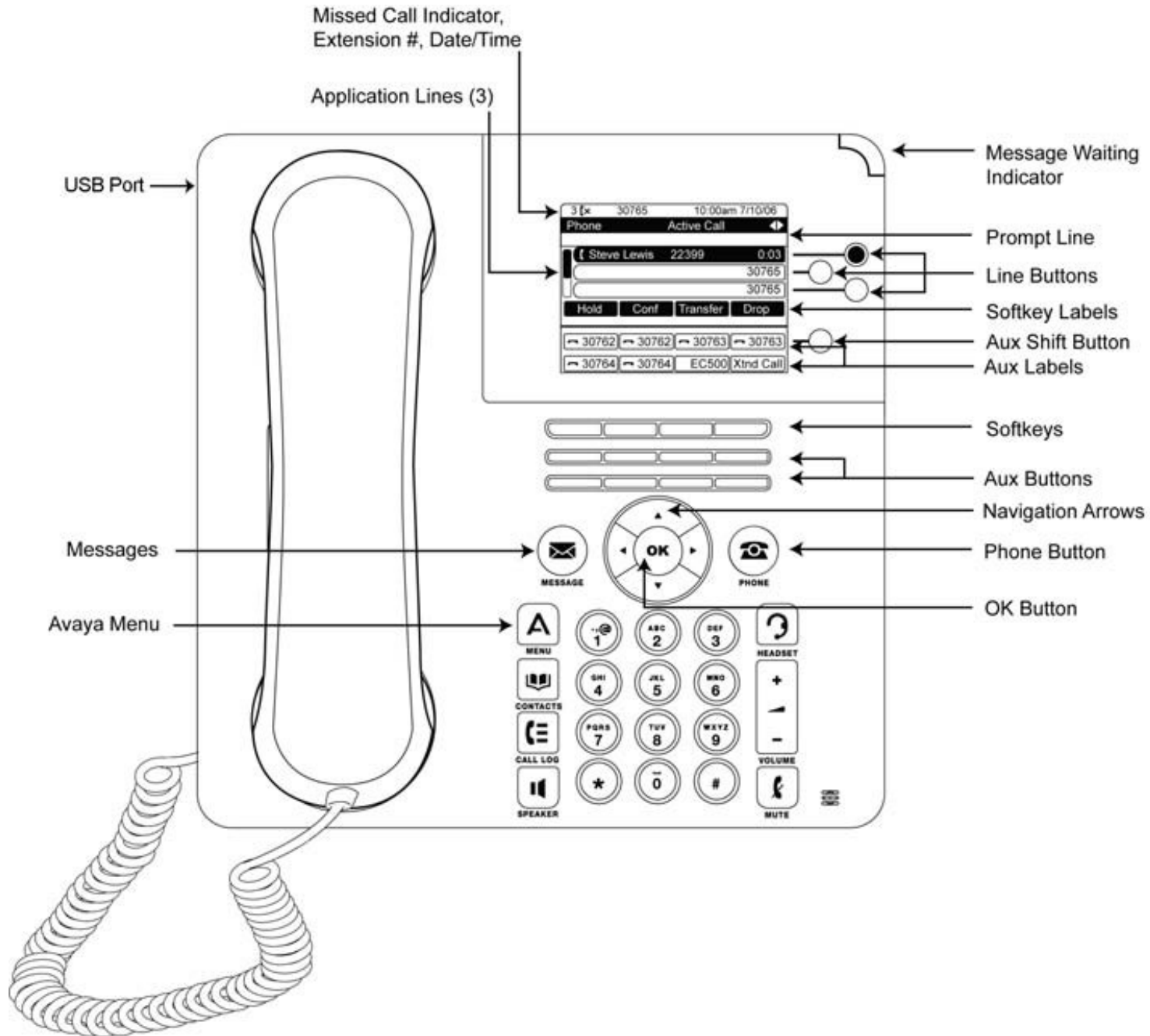
For Customer Care contact: 202-715-3801

DC-Net Citywide Information Network
Office of the Chief Technology Officer
Government of the District of Columbia
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Avaya IP Phone Overview



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

Application Buttons, Navigation, and Softkeys

The display screen has three visible application lines that you use to view and manage your calls, your contacts, your call log, and your options and settings.

- Press the **Phone** button to view your calls.
- Press the **Contacts** button to view your Contacts list.
- Press the **Call Log** button to see a list of your most recent incoming and outgoing calls.

At any time, one of the application lines is highlighted with white text on a black background. This is the selected line. Use the Up and Down arrows on the navigation keys to select a line by scrolling to it.

The four softkey labels at the bottom of the screen go with the softkeys directly below the screen. They show the available actions for the selected line. Pressing a softkey carries out the action shown on the softkey label.

The **OK** button is another shortcut that carries out the default action on the selected line. For example, when you select (highlight) an entry in your Contacts list, pressing **OK** places a call to that person.

Aux Buttons

Your phone has two rows of extra, auxiliary buttons, or “Aux buttons” below the softkeys. Use the Aux buttons for call management, speed dial buttons, or features. The Aux buttons go with the “Aux button labels” on the bottom two rows of the screen.

There are two sets, or pages, of Aux buttons. Use the **Aux Shift** button, located to the right of the Aux button labels, to switch between the two pages of Aux buttons.

The features available on your Aux buttons depend on how your system administrator has set up your phone.

Each Aux button has an LED, which is illuminated if a call appearance or feature assigned to that button is active. The **Aux Shift** button also has an LED, which is illuminated if there is a call on one of the Aux buttons on the alternate, “hidden” page.

Aux Buttons and Bridged Lines

You can use the Aux buttons to monitor and manage extensions other than your own. Other people's extensions that you manage from your phone are called bridged lines. If an Aux button is associated with a bridged line, press the Aux button to select it as you would with a regular call appearance.

Whenever you need to access a bridged line just press the corresponding Aux button.

- If a line is on Hold, pressing the Aux button resumes the call.
- If a line is ringing, pressing the Aux button answers the call.
- If your boss or someone else for whom you have a bridged extension is on the line (Aux button LED is lighted), press that Aux button to join the call.

The icon on the Aux button label for a bridged call appearance shows the status of that call appearance. An idle call icon means that there is no current call on that line. An in-use bridged call icon means that the owner of the line is using it.

Use the Aux button for anything you need to do with a bridged line. Use the Aux button LED and the icon on the Aux button label to view the status of a bridged line.

Avaya Menu

Use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out.

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.

Answering a Call to a Bridged Extension

If an Aux button flashes, press that button or press the **Answer** softkey.

Making a Call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line. If you have more than three call appearances, for example, if you use bridged appearances to monitor another extension, use the Aux buttons to get to the line you want.
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.

Transferring a Call

1. From the Phone screen, select the line you want to transfer. If the line you want is not already highlighted, select the call you want to transfer by pressing the line button or Aux button or by scrolling to the call.
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. If it is not highlighted, press the line button or Aux button or scroll to it.
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** or the line button or the Aux button or **OK** 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**.

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.

Calling a Person from the Contacts List

1. Press the **Contacts** button.
2. Select the person or primary number you want to call. To call a non-primary number, select the person, press **Details**, then select the desired number.
3. Press **Call** or **OK**.

Adding a New Contact

1. Press **Contacts**.
2. Press **New** if this is your first contact list entry, or press **More** then **New** if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable. The primary number is the one that will always display without having to go into contact details.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7. You can add up to two additional numbers for this contact, but you can designate only one number as primary.
9. Press **Save** or **OK**.

Call Log

Calling a Person from the Call Log

1. Press the **Call Log** button.
2. Select the person or number you want to call.
3. Press the **Call** softkey or the **OK** button. Depending on administration, returning a Missed Call may result in that Call Log entry being deleted when the calls goes through.

Adding an Entry from the Call Log to your Contacts List

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