







9620 PHONE INSTRUCTIONS FOR NORTHWOOD UNIVERSITY

TELEPHONE OVERVIEW

MESSAGE WAITING INDICATOR	<p>If you have messages in your Avaya Voice Mailbox, the light on the top right corner of your telephone will be lit solid red. In addition, the Messages button will also be lit. Once you have listened to your messages, the lights will turn off.</p>
YOUR PHONE DISPLAY 	<p>Your Phone Display Contains the Following Information:</p> <ul style="list-style-type: none"> • The top line of the display shows your extension number and the date and the time. <ul style="list-style-type: none"> ○ If you have missed calls, the left hand side of this top line will display the missed call icon, which will include the number of calls you have missed. Your Call Log button will also be lit. ○ If any of the phones “Forwarding” features are active, the forwarding icon will be displayed as well. • The Prompt Line will display prompts to help you navigate through extra features on your 9620 phone. • The Line button area alternates between the extension lines you use to place and receive calls and the features that are programmed on your 9620 telephone. <ul style="list-style-type: none"> ○ These line buttons include LED lights which will light to show when a line or feature is active. • The bottom of the display screen is the softkey area. When the phone is idle, you will see a minimum of a REDIAL option. (More buttons can be added by your system administrator.) While on a call, the softkey features include: Hold, Conf, Transfer and Drop.
NAVIGATION ARROWS AND THE OK BUTTON 	<p>Up and Down Navigation Arrows</p> <ul style="list-style-type: none"> • Use the Up and Down Navigation arrows to scroll through lists. <p>Right and Left Navigation Arrows</p> <ul style="list-style-type: none"> • Use the Right and Left Navigation arrows to navigate between menus or to move the cursor during test input. <p>OK Button</p> <ul style="list-style-type: none"> • Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number for you.
PHONE 	<p>Using the Phone Button</p> <ul style="list-style-type: none"> • Press the Phone button anytime to return to the main phone screen to view and manage your calls.
MESSAGES BUTTON 	<p>To Dial the Voice Mail System</p> <ol style="list-style-type: none"> 1. Press the Messages button to connect directly to your voice mail system. <ul style="list-style-type: none"> • <i>You will need to enter your information to enter your mailbox.</i>
VOLUME BUTTON 	<ol style="list-style-type: none"> 1. Press the volume button to adjust the volume of the handset, headset, speaker or ringer. <ul style="list-style-type: none"> • <i>They are all independent of each other.</i>
MUTE 	<p>Preventing the Other Person on the Line From Hearing You:</p> <ol style="list-style-type: none"> 1. Press the Mute button. The other party cannot hear you. <ul style="list-style-type: none"> • The Mute button lights when your call is muted. 2. To reinstate two-way conversation, press the Mute button again.

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CALL HANDLING FEATURES

PLACING A CALL	<p>Place a Call With Your 9620 Phone in Any of the Following Ways:</p> <ul style="list-style-type: none"> • Lift the handset and dial the number. • If you are using a headset, press the Headset button and dial the number. • If you are using the speakerphone, press the Speaker button and dial the number. <p>The first available line appearance line displays the off-hook icon and the background appears shaded.</p>
ANSWERING A CALL	<p>When an inbound call rings to your extension, the Bell icon appears next to the first Line Appearance on your display. The phone rings and the call information displays on the top line of your display.</p> <p>To Answer an Incoming Call:</p> <ul style="list-style-type: none"> • Lift the handset. • If you are using a headset, press the Headset button. • To use the speakerphone, press the Speaker button.
IGNORE	<ol style="list-style-type: none"> 1. Press the softkey below Ignore to stop or turn off the ringer for an incoming call.
TO VOICE MAIL Allows you to send an incoming call directly to voice mail without answering.	<p>To Send a Call Directly to Your Voice Mailbox.</p> <ol style="list-style-type: none"> 1. Press the softkey below To Vmail to send an incoming call directly to voicemail without answering.
ENDING A CALL	<p>To End a Call:</p> <ul style="list-style-type: none"> • Hang up the handset. • If you are using a headset, press the Headset button. • If you are using the speakerphone, press the Speaker button
REDIAL	<p>Using Redial</p> <ol style="list-style-type: none"> 1. From the Phone screen, press the softkey below Redial. <ul style="list-style-type: none"> ◆ <i>By default the system will display a list of numbers you can choose to redial from. From the Avaya Menu, you can change this setting to dial only the last number dialed.</i> 2. Press the OK button.
HOLD	<p>Placing a Call on Hold</p> <ol style="list-style-type: none"> 1. Press Phone to view the main phone screen. (If necessary) 2. Press the softkey below Hold. <ul style="list-style-type: none"> ◆ <i>The line button flashes red when the call is holding and the hold icon appears on your display.</i> <p>Retrieving the Held Call</p> <ol style="list-style-type: none"> 1. Press the soft key below Resume to retrieve the call.
TRANSFER Sends a call from your extension to another extension.	<p>To Transfer a Call</p> <ol style="list-style-type: none"> 1. During a call, press the Transfer softkey on the bottom of the display. <ul style="list-style-type: none"> ◆ <i>The call is automatically put on hold and the second line becomes active</i> 2. Dial the extension number to which you want to transfer the call. 3. Press the Complete softkey on the bottom of the display to complete the transfer. <ul style="list-style-type: none"> ◆ <i>To stop the transfer and return to the caller, press the Cancel softkey on the bottom of the display or press the line button of the original call.</i>

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<p>TRANSFER TO VOICE MAIL</p> <p>Transfers a caller directly into another individual's voice mailbox bypassing ringing the phone.</p>	<p>Transfer to Voice Mail</p> <ol style="list-style-type: none"> 1. While on a call, press the Transfer button. 2. Press the Messages button. <ul style="list-style-type: none"> ◆ <i>Voice Mail answers and prompts you for your name and password – IGNORE THIS</i> 3. Press *# #. (If transferring from a phone without a voice mailbox press an extra #. <ul style="list-style-type: none"> ◆ <i>Voice Mail now prompts you to "Enter the destination mailbox please".</i> 4. Dial the Extension number that the call is being transferred to. 5. <i>Voice Mail now prompts you to "Transfer the caller now".</i> 4. Press the Transfer button or press the Complete softkey to complete the transfer. 5. Hang up. <ul style="list-style-type: none"> ◆ <i>Calling party can now leave a message.</i>
<p>CONFERENCE</p> <p>Your phone supports conference calls, enabling you to talk with multiple parties at the same time.</p>	<p>Conference</p> <ol style="list-style-type: none"> 1. While on the current call, press the Conf softkey. <ul style="list-style-type: none"> ◆ <i>The call is automatically put on hold and the second line becomes active</i> 2. Dial the number of the next party. 3. Press the Join softkey to add the new party to the call. <ul style="list-style-type: none"> ◆ <i>Repeat Steps 1- 3 to join additional parties into the conference call.</i> <p>Using the Conference Button to Add A Held Call to An Active Call</p> <ol style="list-style-type: none"> 1. While on an active call, press the Conf softkey. 2. Press the softkey below Resume. 3. Press the softkey below Join. <ul style="list-style-type: none"> ◆ <i>You have successfully added the two calls together.</i> <p>Note: Depending on how your telephone is administered, you may not have to press Join to add the person to the conference call.</p> <p>Drop the Last Person Added to the Conference Call</p> <ol style="list-style-type: none"> 1. Press the Drop softkey. The last party connected to the conference call is dropped from the call. <p>Dropping a Specific Caller from a Conference Call</p> <ol style="list-style-type: none"> 1. From the Phone screen, select your active call. 2. Press Details. 3. Select the person you want to drop. 4. Press Drop. <p>NOTE: This feature is not available on all systems. If you do not see Drop when you choose a person, you cannot drop that person.</p>
<p>CALL PARK</p> <p>Puts a call on hold at your extension for retrieval at any extension.</p>	<p>Parking a Call on Your Own Extension</p> <ol style="list-style-type: none"> 1. Press the Transfer button. 2. Dial the Call Park access code *6. 3. Once highlighted, press the OK button. 4. Wait for confirmation tone. 5. Hang up. <ul style="list-style-type: none"> ◆ <i>The line button will be lit when a call is parked.</i>

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RETRIEVING A PARKED CALL	Retrieving A Parked Call <ol style="list-style-type: none"> 1. Lift you handset or press the Speaker button. 2. Dial the Park Retrieve access code <u>#6</u>. 3. Dial the Extension number where the call was parked. <ul style="list-style-type: none"> ◆ <i>You are connected to the parked caller and the light on the Call Park line button disappears.</i> ◆ <i>If you receive intercept tone, the parked call has been disconnected or retrieved by someone else.</i>
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ADDITIONAL FEATURES

SEND ALL CALLS Immediately sends all your calls to your coverage path.	Activating and Deactivating Send All Calls <ol style="list-style-type: none"> 1. Press the softkey below Send All Calls. (if administered) <ul style="list-style-type: none"> ◆ <i>You may hear a ring-ping tone from your voice terminal as each call is forwarded.</i>
CALL FORWARDING Temporarily forwards all your calls to another extension.	Activating Call Forwarding <ol style="list-style-type: none"> 1. Using the Navigation Arrows, locate the CFwrd feature. 2. Once highlighted, press the OK button. 3. Dial the extension where calls are being forwarded. 4. Wait for confirmation tone. 5. Hang up. <ul style="list-style-type: none"> ◆ <i>The CFwrd button light is now lit.</i> Canceling Call Forwarding All Calls <ol style="list-style-type: none"> 1. Using the Navigation Arrows, locate the CFwrd feature. 2. Once highlighted, press the OK button. <ul style="list-style-type: none"> ◆ <i>The Forward button light is no longer lit.</i>
CALL PICKUP Allows you to answer a call at your telephone for another extension in your pickup group.	<ol style="list-style-type: none"> 1. Using the Navigation Arrows, locate the Call Pickup feature. 2. Once highlighted, press the OK button. <ul style="list-style-type: none"> ◆ <i>Called telephone stops ringing, and you are connected to the ringing call.</i>
DIRECTED CALL PICKUP Allows you to answer a call at your telephone for another extension.	<ol style="list-style-type: none"> 1. Dial the Directed Call Pickup access code <u>123</u>. 2. Dial the extension number of the ringing call. <ul style="list-style-type: none"> ◆ <i>Called telephone stops ringing, and you are connected to the ringing call.</i>
SD (AUTO DIAL BUTTONS) Allows you to store internal and external telephone numbers for quick and easy dialing.	Programming/Re-programming an SD Button <ol style="list-style-type: none"> 1. Using the Navigation Arrows, locate the Abr. Program feature. 2. Once highlighted, press the OK button. 3. Use the Navigation arrows to locate the SD button to be programmed. 4. Once it's highlighted, press the OK button. 5. Dial the telephone number you want to store. 6. Press the <u>#</u> sign. 7. Wait for confirmation tone. 8. Repeat steps 2 through 7 to program additional buttons. 9. Hang up to end programming. Placing a Call Using an SD Button <ol style="list-style-type: none"> 1. Press the selected SD button. <ul style="list-style-type: none"> ◆ <i>Call is automatically dialed.</i>
SD (AUTO DIAL BUTTONS) (Cont.)	

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CONTACTS

The 9620 telephone allows you to store up to 250 names and telephone numbers.

CONTACTS

Viewing Contacts Details

1. Press the **Contacts** button to display the Contacts screen.
2. Select the contact you want to view.
3. Press the **Details** softkey to view all information available for that contact.

Adding a New Contact

1. Press the **Contacts** button.
2. Press the **New** softkey.
3. Enter the name using the dialpad.
 - Pressing the "2" on your dialpad displays the letter "A." Pressing the 2 key again replaces the A with a "B," pressing it again replaces the B with a "C" and pressing it again replaces the C with a "2;" pressing it again re-displays the letter "A," and so on. Pause before entering the next character if the characters are on the same key.
 - If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press **Bksp** to remove the character to the left of the cursor.
 - Press the softkeys below **More → Abc** to change between upper and lower case letters or to enter numbers.
 - Press the softkey below **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
 - Press the softkeys below **More → Symbols** to enter characters that are not on your dialpad. Select the symbol you want to use. Press **OK** to select the symbol.
 - Press **Clear** to delete all text and start over.
4. Use the **Navigation Arrows** to scroll to the next field
5. Enter the telephone number.
6. Press the **Save** softkey.

Editing a Contact

1. Press the **Contacts** button.
2. Select the contact entry you wish to edit.
3. Press the softkeys below **More → Edit** .
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press the **Save** softkey.

Deleting a Contact

1. Press the **Contacts** button.
2. Select the contact entry you wish to delete.
3. Press the softkeys below **More → Delete** .
4. Press the softkey below **Delete** again to confirm.

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

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<p>CALL LOG</p> <p>You can use the Call Log to view a list of your recent calls, or separate lists of your incoming, outgoing, or missed calls.</p>	<p>Viewing the Call Log</p> <ol style="list-style-type: none">1. Press the Call Log button.2. Scroll to the right or left to view separate lists of your incoming, missed, answered, or outgoing calls <p>NOTE: You can scroll quickly to the top of the list by pressing Call Log again.</p> <p>Viewing Call Log Details</p> <ol style="list-style-type: none">1. Press the Call Log button.2. Select the number you want to view.3. Press the Details softkey.4. Press the Back softkey to return to the list view. <p>Adding an Entry from the Call Log to your Contacts List</p> <ol style="list-style-type: none">1. Press the Call Log button.2. Select the Call Log entry you want to add to your Contacts list.3. Press the +Contact button.4. Edit name and telephone number, if necessary. Pressing the “2” on your dialpad displays the letter “A.” Pressing the 2 key again replaces the A with a “B,” pressing it again replaces the B with a “C” and pressing it again replaces the C with a “2,” pressing it again redisplay the letter “A,” and so on. Pause before entering the next character if the characters are on the same key.5. Press Save. <p>Removing an Entry from the Call Log</p> <ol style="list-style-type: none">1. From the Call Log screen, select the entry you wish to delete.2. Press the More softkey.3. Press the Delete softkey4. Press the Delete softkey again to confirm, <i>or</i> press the Cancel softkey if you wish to retain the entry. <p>Clearing all Entries from the Call Log</p> <ol style="list-style-type: none">1. From the Call Log screen, select the entry you wish to delete.2. Select the list you want to delete. (All Calls list, Outgoing Calls list etc.)3. Press the More softkey.4. Press the Clear All softkey to delete all of the entries in the list you are viewing.5. Press the Clear All softkey again to confirm. <p>NOTE: Clearing all entries from a call log deletes all entries. If you are viewing the “Outgoing Calls” list, only outgoing calls are deleted from the call log. However, if you are viewing the “All Calls” list, pressing “Clear All” deletes all calls from the call log.</p>
<p>BUSY INDICATOR/ONE TOUCH DIAL BUTTON</p> <p>Provides a busy indicator light and one</p>	<p>Busy Indicator</p> <p>◆ <i>The LED light will light when a busy indicator's extension is in use.</i></p> <p>One Touch Dial</p> <ol style="list-style-type: none">1. Press the One Touch Dial button to automatically reach the pre-programmed extension.

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touch dialing to a pre-programmed extension.	
<p>BRIDGED LINE APPEARANCE</p> <p>Allows a user to have a Line Appearance of another telephone user's primary extension number.</p>	<p>Bridged Appearances</p> <ul style="list-style-type: none"> ◆ <i>The Off- Hook icon will automatically appear when a primary users extension is in use.</i> ◆ <i>Secondary telephone may/may not ring when primary extension is called.</i>
<p>ADDITIONAL MESSAGE WAITING INDICATOR</p> <p>Provides you with a visual alert for new messages in a secondary voice mailbox.</p>	<p>Using the Voice Mail Message Waiting Indicator</p> <p>If you have more than one voice mailbox such as a team voice mailbox, the system will use this feature to alert you of new messages in this mailbox. If you have a new message, the message-waiting indicator will highlight. You cannot retrieve these messages by pressing this button.</p> <p>To Retrieve Messages From This Mailbox</p> <ol style="list-style-type: none"> 1. Press the Messages button and enter the appropriate mailbox number and password.

PRESS THE AVAYA MENU BUTTON TO VIEW AND CHANGE THE FOLLOWING OPTIONS OPTIONS AND SETTINGS

<p>CALL SETTINGS</p> <p>To reach the Call Settings menu, press the Avaya Menu button. Use the Navigation Arrows to highlight Options and settings, then press the OK button.</p> <p>To change a menu option in this section, use the Navigation Arrows to highlight the feature and press the OK button to select.</p>	<ul style="list-style-type: none"> ➤ Go to Phone Screen on Calling <ul style="list-style-type: none"> ◆ When set to "Yes", this feature will automatically take you back to the phone screen upon placing a call. ➤ Go to Phone Screen on Answer <ul style="list-style-type: none"> ◆ When set to "Yes", this feature will automatically take you back to the phone screen upon answering a call. ➤ Display Call Timers <ul style="list-style-type: none"> ◆ By setting this feature to "Yes", you can turn the call timers on and your display will run a call timer for each call you place or receive. ➤ Redial <ul style="list-style-type: none"> ◆ By selecting "List" in this section, your Redial button will now list the last three calls you placed and you can choose which call to redial by pressing the OK button. ➤ Visual Alerting <ul style="list-style-type: none"> ◆ When set to "Yes", the Voice Mail Indicator on the top right side of the phone will flash each time your phone rings. ➤ Audio Path <ul style="list-style-type: none"> ◆ Once highlighted, press the OK button select the Audio Path feature you can toggle between "Speaker" and Headset. (Default is "Speaker")
<p>APPLICATION OPTIONS</p> <p>To reach the Applications menu, press the Avaya Menu button. Use the Navigation</p>	<ul style="list-style-type: none"> ➤ Call Log <ul style="list-style-type: none"> ◆ Use the Navigation Arrows to find and highlight the Call Log feature. ◆ Press the OK button to turn your Call Log "On" or "Off". ➤ Log Bridged Calls

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<p>Arrows to highlight →Options and Settings then Application Options. To change a menu option in this section, use the Navigation arrow to highlight the feature.</p>	<ul style="list-style-type: none"> ◆ Use the Navigation Arrows to find and highlight the Log Bridged Calls feature. ◆ Press the OK button to toggle between “On” or “Off”. ◆ (This may not apply to your telephone) ➤ Personalize Labels <ol style="list-style-type: none"> 1. Select Personalize Labels 2. Press Change or OK. 3. Using the Navigation Arrows, scroll to the feature button you wish to label and select the label you wish to edit. 4. Press Edit. 5. Using your dialpad, edit the label. Pressing the “2” on your dialpad displays the letter “A.” Pressing the 2 key again replaces the A with a “B,” pressing it again replaces the B with a “C” and pressing it again replaces the C with a “2;” pressing it again redisplay the letter “A,” and so on. Pressing a different key moves the cursor one position to the right and displays the first alphabetic character associated with that key. Repeat this key press/entry process to enter the rest of the party’s name. 6. Press Clear to clear all text fields and start over. 7. Press Save. ➤ Restore Default Labels <ul style="list-style-type: none"> ◆ You may revert back to the default button labels by pressing Avaya Menu → Options & Settings → Application Settings → Restore Default Button Label.
<p>SCREEN AND SOUND OPTIONS</p> <p>To reach the Screen and Sound Options menu, press the Avaya Menu button, Use the Navigation Arrows to highlight →Options and Settings →Screen and Sound Options.</p> <p>To change a menu option in this section, Highlight the feature and press the OK button that corresponds to that feature.</p>	<ul style="list-style-type: none"> ➤ Brightness <ul style="list-style-type: none"> ◆ Press the Change softkey on the bottom of your display to change the brightness on your display screen. Using the Right and Left Navigation Arrows, adjust the Brightness level. ➤ Contrast <ul style="list-style-type: none"> ◆ Press the Change softkey on the bottom of your display to change the Contrast level on your display screen. Using the Right and Left Navigation Arrows, adjust the Contrast level. ➤ Personalized Ringing <ul style="list-style-type: none"> ◆ To Change your Ring Pattern <ol style="list-style-type: none"> 1. Press Change or OK to see a list of the available ring patterns. 2. Select a ring pattern to listen to it. 3. Press Play to hear it again. 4. Press Save to make it your ring pattern. ➤ Language <ul style="list-style-type: none"> ◆ If administered, you may change the display language on your telephone set. ➤ Button Clicks <ul style="list-style-type: none"> ◆ Press Change or OK will allow you to turn the Button Click Sounds “On” or “Off”. ➤ Error Tones <ul style="list-style-type: none"> ◆ Press Change or OK will allow you to turn the Error Tones “On” or “Off”.