ICONS

Icons indicate the state of a call, navigation choices, call history types, contact phone types, feature status, and home screen applications. Icons you may see on your touch-base desk phone are broken down below.

- Incoming call is ringing.
- This call appearance line is not currently in use.
- Call is active.
- You placed this call on hold.
- Your calls are being forwarded.
- EC500 is on. (one number service activated)
- A conference call is active.
- A bridge call appearance is in use.
- The call in progress is muted.

Call appearance button LEDs

LED	Description
Steady green	Call appearance is active.
Slow blinking green	Call appearance is ringing.
Fast blinking green	Call appearance is on hold.
Very fast blinking green.	Conference or Transfer is pending.
Steady red	Call Appearance is selected and will be used when you go off hook. It remains steady red when on the call appearance.

LED	Description
Steady green	Feature is active.
Blinking green	Feature is pending.
Blinking red	Feature is shown on the phone display.

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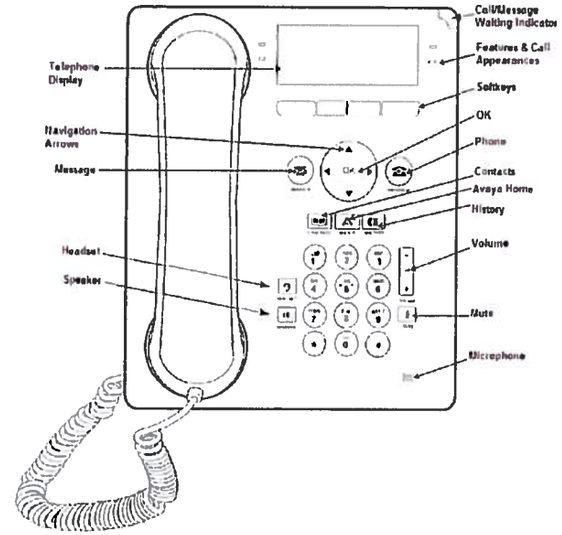
AVAYA

9400 Series Digital Phone QUICK REFERENCE GUIDE

Features

- 8 administrable features buttons on 3 screens.
- 10 fixed-features keys for common tasks. (e.g. contacts, history, and message)
- Configurable line appearance & feature key buttons.
- Integrated, two-way speakerphone.
- Red LED for Speaker, Mute, Headset, Message & History.

HELP DESK: _____



1– Call/Message Waiting Indicator: An illuminated red light in the upper-right corner of your phone indicates you have voice mail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call. In addition to the Message Waiting Indicator, the **Message** button is also illuminated when you have voice mail messages waiting.

2– Feature Buttons and Call Appearance Buttons: There are 4 (9404) or 8 (9408) buttons that can be programmed as either call appearance buttons or feature buttons. Press a call appearance button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. The green LED next to each function key indicates whether the feature is currently on or off. If the light is on, the feature is on.

3-Soft keys: Press the softkeys to select the softkey labels. The softkey labels indicate the action that each softkey produces. The labels and the actions vary depending on your selection.

4– OK: Press the **OK** button for a shortcut to an action. For example, select an entry from your call history and press **OK** to dial the number.

5– Phone: Press the **Phone** button to view and manage your calls. For example, if you are viewing a menu, pressing the **Phone** button takes the telephone display back to the home screen.

6 – Contacts: Press the Contacts button to view the entries in your contact list.

7– Home: Press the **Home** button to gain access to the Avaya menu. The Avaya menu provides options that you can use to customize telephone settings, configure call logging, select the display language, and verify the telephone operation.

8-History: Press **History** to view the history of your outgoing, incoming, and missed calls. This button is illuminated when you have **Missed Calls**.

9-Volume: Press + or - on the **Volume** button while active on the handset, headset or speaker to adjust the volume of the speaker or ringer.

10-Mute: Press the **Mute** button to mute a call in progress. To take a call off mute, press Mute again.

11—Microphone: The omnidirectional microphone sends and receives signals from all directions

12– Speaker: Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset.

13– Headset: Press the **Headset** button to use the headset if it is connected. For wired headsets, only HIC headset cords are compatible with your phone.

14– Message: Press the **Message** button to connect directly to your voicemail system. This button is illuminated when you have voicemail messages waiting.

15– Navigation Arrows: Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, or to turn an option on or off.

16– Telephone Display: There are 8 rows in the 9408 telephone display. The top row shows the extension number, user name and the time and date. The bottom line displays softkey labels.

Adjust Brightness or Contrast

Press **Home**.
Scroll to Screen & Sounds
Press Select or OK
Select Brightness or Contrast.
Press **Change.**
Use the left and right arrow to adjust settings.
Press **Save** to keep your changes.

Change Ring Tone

Press Home.
Scroll to Screen & Sounds.
Press Select or OK.
Scroll to Personal Ringing.
Press **Change** or Play.
Press Save.

Turning Button Clicks sounds On or Off

Press Home.
Scroll to Screen & Sounds.
Press Select or OK.
Scroll to Button Clicks.
On the right select On/Off.
Press Save.

Configure Visual Alerts

Press **Home**.
Scroll Call Settings.
Press the Select or OK.
Scroll to **Visual Alerting**
Select the on/off button on the right.
Press **Save**.

Forwarding calls

Select the **CFrwd** feature button.
Enter the number to which you want to forward calls to.
To turn **CFrwd** off touch the line and call forwarding is turned off.

Note: This feature has to be added by the administrator.

Setting the Ringer On or Off

Press **Home**.
Scroll to Call Settings.
Press Select or OK.
Scroll to **Audible Alerting**.
Press the Change softkey.
Press OK.
Press the right or left navigation arrow.
Press Save.

Answering and Making Calls

Making a Call:

- Lift the handset.
- Press the **Speaker** button.
- Press the **Headset** button.
- Press an available call appearance.

Answering a call:

- Lift the handset.
- Press the call appearance button that is flashing green.
- Press the **Speaker** button to answer using the speaker.
- Press the **Headset** button to answer using the headset.

Muting a call:

- Press the **Mute** button during a call so that the other person cannot hear you.
- Press the **Mute** button again to unmute the call.

Placing a call on hold:

- Press the **Hold** softkey.
- Touch hold to resume or the call appearance of the held call to retrieve the call.

Transferring a call:

- Answer a call.
- Press the **Transfer** softkey.
- Do one of the following:
  - Dial the number to transfer too.
  - Call the person from the contacts list.
  - Call the person from history.
- Press the **Transfer** softkey to transfer the call.

Conference Calls:

- When on a active call press the **Conf.** softkey.
- Do one of the following:
  - Dial the number to transfer too.
  - Call the person from the contacts list.
  - Call the person from history.
- Press the **Conf.** softkey to add the person to existing call.

Viewing History:

- Press the **History** button.
- Scroll to the left or right to view a separate list of outgoing, missed, answered, or all calls.

Viewing call history details:

- Press the **History** button.
- Scroll to the number you want to view.
- Press the **Details** softkey to view the call information.

Call Pick Up

This feature allows you to answer a call at your telephone for another extension in your **Call Pick Up** group.

Contacts

Adding a new contact: *100 Entries*

- Press **Contacts**.
- Select **New** or **More** softkey if this is not a new contact.
- Enter the person name.
- Scroll down and enter the primary telephone number.
- Select **Save**.

Editing a Contact

- Press **Contacts**.
- Search for the contact you want to edit.
- Select the **Details** softkey .
- Press Edit.
- Scroll up or down to choose the field you want to edit.
- Use the dial pad to make changes.
- Press the **Save** softkey to save your changes.

Deleting a Contact:

- Press the **Contacts** button.
- Scroll to the contact you want to delete.
- Press the **More** softkey.
- Press the **Delete** softkey.
- Press the **Delete** softkey again to confirm.

Redialing a Number

From the Phone Screen, Press **Redial**.
Note: The last number you dialed will now be called and will appear in the top left of your display.

Setting a Larger Display Font

- Press the **Home** button.
- Scroll to **Advance Options**, then press **Select** or **OK**.
- Scroll to **Language**.
- Scroll to **English—Large Font**.
- Press Save

Busy Indicator

This feature will show multi-appearance telephone users with a visual indicator of the busy or the idle status.

Logging into your voicemail

- Press the Message button.
- Follow the prompts from your voice mail system.

Setting up speed dialing

- This is only for the SD buttons!
- Lift the Hand Set.
- Enter the program code _____.
- Select the SD button you want the Speed Dial entered.
- Enter the number you want programmed. (Remember to enter 9 + number for an outside line)
- Press # when done and wait for a confirmation tone.

Personalizing Button Labels

You can change the labels that are displayed for your extensions, features, and system numbers or speed dial buttons.

- Press Home.
- Scroll to Application Settings and press select.
- On the Applications Settings menu, scroll to Personalize Button Labels.
- Select change.
- Select the Label/Button you want to edit.
- Next to the New Label enter the label using up to 13 characters. You can see additional features if you select More (Clear, Backspace)
- Press Save of OK.

Restoring default button labels.

- Press the Home button.
- Scroll to Applications Settings.
- Press the Select softkey or OK button.
- Do one of the following:
  - Press the Change softkey.
  - Press the OK button.
  - Press associated appearance/feature button.
- Scroll to the Restore Default Button Labels.

Send all Calls

The Send All Calls (SAC) features allows you to send all of your incoming calls directly to a predefined coverage number, typically your voice mail. Incoming calls ring once (short ring) at your extension and then go directly to voice mail.