



**Avaya 9400 Series Digital
Deskphones**
for Avaya Aura[®] Communication Manager
Installation and Maintenance Guide
Release 1.0

16-603533
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Interference

Using a cell, mobile, or GSM telephone, or a two-way radio in close proximity to an Avaya IP Telephone might cause interference.

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Contents

Chapter 1: Introduction

About This Guide

This guide describes how to install, administer, and troubleshoot the Avaya 9404 and 9408 Digital Deskphones on Avaya Aura[®] Communication Manager.

Intended Audience

This document is intended for personnel who install and administer the 9400 Series Digital Deskphones.

Document Organization

The guide contains the following sections:

Chapter 1: Introduction	Provides an overview of this guide.
Chapter 2: 9400 Series Digital Deskphones Installation	Describes the equipment and resources required to properly install and operate the 9400 Series Digital Deskphones. Provides instructions on installing the telephones out of the box.
Chapter 3: Administering 9400 Series Digital Deskphones	Describes how to administer the 9400 Series Digital Deskphones on Avaya Aura Communication Manager.
Chapter 4: Troubleshooting Guidelines	Describes error conditions and messages that might occur during the installation of the 9400 Series Digital Deskphones.

Other Documentation

See the Avaya support site at <http://www.avaya.com/support> for 9400 Series Digital Deskphones technical and end user documentation.

The following documents are available for the 9400 Series Digital Deskphones:

- *Avaya 9400 Series Digital Deskphones for Avaya Aura[®] Communication Manager Installation and Maintenance Guide*, Document Number 16-603533.
- *Avaya 9400/9500 Series Digital Deskphone Safety Instructions*, Document Number 16-603537.
- *Avaya 9400/9500 Series Digital Deskphones Wall Mount Instructions*, Document Number 16-603539.
- *Avaya 9400 Series Digital Deskphone Stand Instructions*, Document Number 16-603538.
- *Avaya 9400 Series Digital Deskphone User Guide for Avaya Aura[®] Communication Manager*, Document Number 16-603535.
- *Avaya 9400 Series Digital Deskphone Quick Reference for Avaya Aura[®] Communication Manager*, Document Number 16-603536.

Customer Support

For 9400 Series Digital Deskphones support, call the Avaya support number provided to you by your Avaya representative or Avaya reseller.

Information about Avaya products can be obtained at the following URL:

<http://www.avaya.com/support>

Chapter 2: 9400 Series Digital Deskphones Installation

Introduction

This chapter describes how to install the 9400 Series Digital Deskphones.

For details about using the features provided by the telephones, see the *Avaya 9400 Series Digital Deskphone User Guide for Avaya Aura[®] Communication Manager*, Document Number 16-603535.

For information about desk or wall mounting the 9400 Series Digital Deskphones, go to the Avaya support web site <http://www.avaya.com/support>.

Digital Telephone Models

The 9400 Series Digital Deskphones family consists of two telephones and one button module:

Model	Call Appearance/Feature Buttons
● 9404 Digital Deskphone	12
● 9408 Digital Deskphone	24
● BM12 Button Module	24

Software

As shipped from the factory, the 9400 Series Digital Deskphones may not contain the most up-to-date software for registration and operation. To install the latest software, see [Upgrading the Firmware and Other Files for 9400 Series Digital Deskphones](#) on page 18.

Languages Supported

The languages supported by the 9400 Series Digital Deskphones depend on the Avaya Aura Communication Manager Release software and Service Pack you are using.

Avaya Aura Communication Manager Release 5.2.1 Service Pack 8 and later

If you are using Avaya Aura Communication Manager Release 5.2.1 Service Pack 8 and later software, the 9400 Series Digital Deskphones support English and any of the following four languages (no Unicode or CJK support):

- Canadian French or Parisian French
- Latin American Spanish or Castilian Spanish
- German
- Italian
- Dutch
- Brazilian Portuguese
- Russian
- Japanese (Katakana)

Avaya Aura Communication Manager Release 6.0.1 Service Pack 1 and later

If you are using Avaya Aura Communication Manager Release 6.0.1 Service Pack 1 and later software, the languages that the 9400 Series Digital Deskphones support depend on how you administer the 9400 Series Digital Deskphones.

If you alias the 9400 Series Digital Deskphones as 2400 Series Digital Telephones, the 9400 Series Digital Deskphones support English and any of the following four languages (no Unicode or CJK support):

- Canadian French and Parisian French
- Latin American Spanish and Castilian Spanish
- German
- Italian
- Dutch

- Brazilian Portuguese
- Russian
- Japanese (Katakana)

If you alias the 9400 Series Digital Deskphones as 1400 Series Digital Telephones, the 9400 Series Digital Deskphones support English and any of the following four languages (Unicode and CJK support):

- Canadian French and Parisian French
- Latin American Spanish and Castilian Spanish
- German
- Italian
- Dutch
- Brazilian Portuguese
- Russian
- Japanese (Katakana)
- traditional Chinese with common language file download and unique font file
- simplified Chinese with common language file download and unique font file
- Japanese with common language file download and unique font file
- Korean with common language file download and unique font file

Avaya Aura Communication Manager Release 6.2

If you are using Avaya Aura Communication Manager Release 6.2 software, the 9400 Series Digital Deskphones support English and any of the following four languages (Unicode and CJK support):

- Canadian French and Parisian French
- Latin American Spanish and Castilian Spanish
- German
- Italian
- Dutch
- Brazilian Portuguese
- Russian
- Japanese (Katakana)
- traditional Chinese with common language file download and unique font file

- simplified Chinese with common language file download and unique font file
- Japanese with common language file download and unique font file
- Korean with common language file download and unique font file

Pre-Installation Checklist

Before plugging in the 9400 Series Digital Deskphones, verify that the following requirements are met. Failure to do so prevents the telephone from working properly. Print copies of this checklist for each telephone.

Verify These Avaya Aura Communication Manager Requirements

- 1. The appropriate Avaya Aura Communication Manager Release software and Service Pack is installed.
 - **Avaya Aura Communication Manager Release 5.2.1 Service Pack 8 and later** software supports the 9400 Series Digital Deskphones, aliased as 2400 Series Digital Telephones. Specifically, the 9404 should be aliased as a 2410, and the 9408 should be aliased as a 2420.
 - **Avaya Aura Communication Manager Release 6.0.1 Service Pack 1 and later** software supports the 9400 Series Digital Deskphones, aliased as 2400 Series Digital Telephones or 1400 Series Digital Telephones. Specifically, the 9404 should be aliased as either a 2410 or a 1416, and the 9408 should be aliased as either a 2420 or a 1416.
- Note:**
Users will be unable to customize button labels if the 9400 Series Digital Deskphones are aliased as 1400 Series Digital Telephones.
- **Avaya Aura Communication Manager Release 6.2** software supports the 9400 Series Digital Deskphones natively. (The 9404 should be administered as a 9404, and the 9408 should be administered as a 9408.)

Verify These Avaya Aura Communication Manager Requirements (continued)

2. There are available ports on a DCP module in the Avaya Aura Communication Manager system. The following DCP modules are supported on the switch:
- TN2214
 - TN2224
 - MM312
 - MM712
 - MM717

▲ Important:

For more information about DCP modules, see the *Communication Manager Software and Firmware Compatibility Matrix* on the Avaya support web site <http://www.avaya.com/support>.

Note:

If your system has MM312, MM712, or MM717 DCP boards, you must update the firmware for these boards to V14 **before** upgrading the firmware for the 9400 Series Digital Deskphones.

3. The available ports are wired to the cross-connect field or termination closet.
4. The Avaya Aura Communication Manager system is configured correctly. The Avaya Aura Communication Manager documentation is available at <http://www.avaya.com/support>.

Requirements to Verify for Each 9400 Series Deskphone

-
5. You have an extension number on the Avaya Aura Communication Manager system.
6. You know the room location, jack number, and wire number.
7. You know the port address. The port address is a combination of the port network, carrier, board slot, and port number (for example, **01a0515** - port network 1, carrier A, 5th slot, 15th port) or the gateway number, module slot, and port number (for example, **031v405** - media gateway 31, virtual slot 4, and port 5 on the MM712 card). You can determine the port address using the **list configuration station** command from the Avaya Aura Communication Manager administration interface.

Note:

You can also use the TTI feature access code to install a 9400 Series Deskphone.

8. A digital jack is available at each telephone site.

- 9. Verify that the 9400 Series Digital Deskphones package includes the following components:
- 1 telephone set with stand.
 - 1 handset capable of transmitting and receiving 3.4 kHz audio.
 - 1 H4DU 9-foot long (when extended) 4-conductor coiled handset cord, plugged into the telephone and the handset.
 - 1 2-wire line cord.
-

Assembling the 9400 Series Digital Deskphones

 **CAUTION:**

Be careful to use the correct jack when plugging in the telephone. The jacks are located on the back of the telephone housing and are flanked by icons to represent their correct use.

[Figure 1](#), [Figure 2](#), and [Figure 3](#) show how to connect cords to jacks on the 9400 Series Digital Deskphones. Before installing these telephones, keep in mind the following information:

- All 9400 Series Digital Deskphones are powered from the switch unless using a BM12 Button module, which requires an 1151C power supply.
- The number of BM12 Button modules you can connect to a 9408 telephone depends on the Avaya Aura Communication Manager software installed.
 - For Avaya Aura Communication Manager Release 5.2.1 Service Pack 8 software, you can connect one BM12 Button module to a 9408 telephone.
 - For Avaya Aura Communication Manager Release 6.0.1 Service Pack 1 software:
 - If you alias a 9408 telephone as a 2420 telephone, you can connect one BM12 Button module to the 9408 telephone.
 - If you alias a 9408 telephone as a 1416 telephone, you can connect up to three BM12 Button modules to the 9408 telephone. However, you can only administer eight of the call appearance/feature buttons on the third BM12 Button module.
 - For Avaya Aura Communication Manager Release 6.2 software, you can connect up to three BM12 Button modules to a 9408 telephone.

Note:

The BM12 Button module requires an external power supply (that is, the 1151C power supply). You must order the 1151C power supply separately.

 **CAUTION:**

For Australian installations only:

Installations of the 9408 telephone with an 1151 power supply and a BM12 Button module must be restricted to the same building as the host gateway. That is, the 9408 telephone - if installed with an 1151 power supply and a BM12 Button module - cannot be connected in a campus environment where the 9408 telephone is installed in a building that is separate from the building housing the gateway. This application cannot be used with exposed (out-of-building) wiring.

For installations in which the 9408 telephone is used without an 1151 power supply and a BM12 Button module, campus connections are acceptable: the 9408 can be located in a separate building in these cases.

This restriction applies to Australian installations only.

Figure 1: Connection Jacks on a 9404 Digital Deskphone

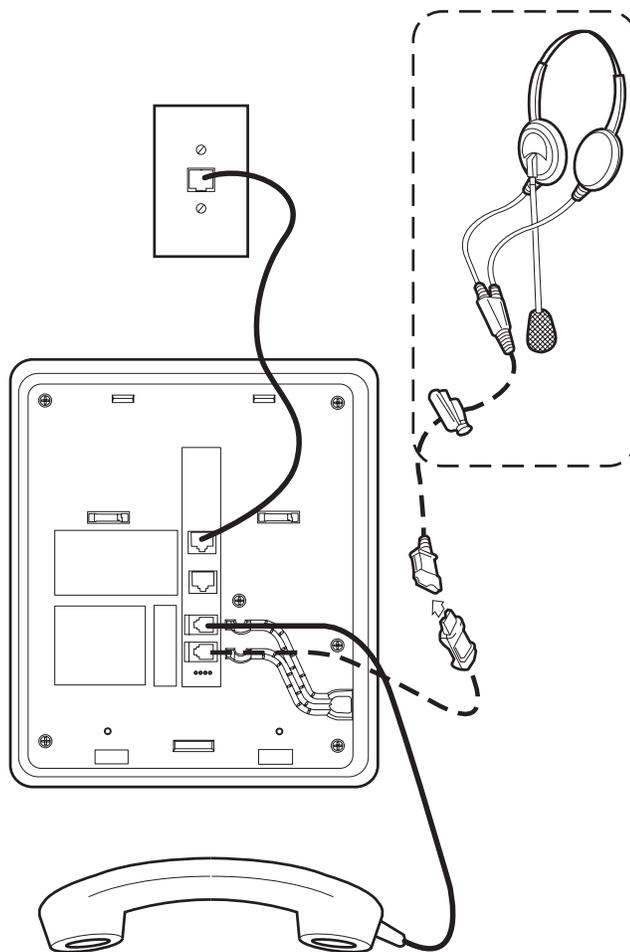


Figure 2: Connection Jacks on a 9408 Digital Deskphone

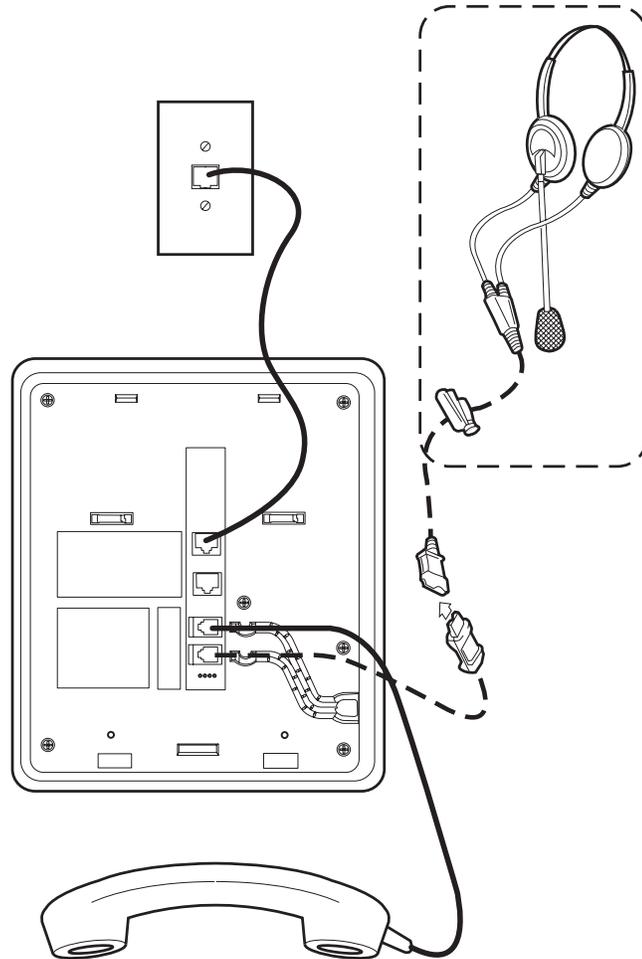
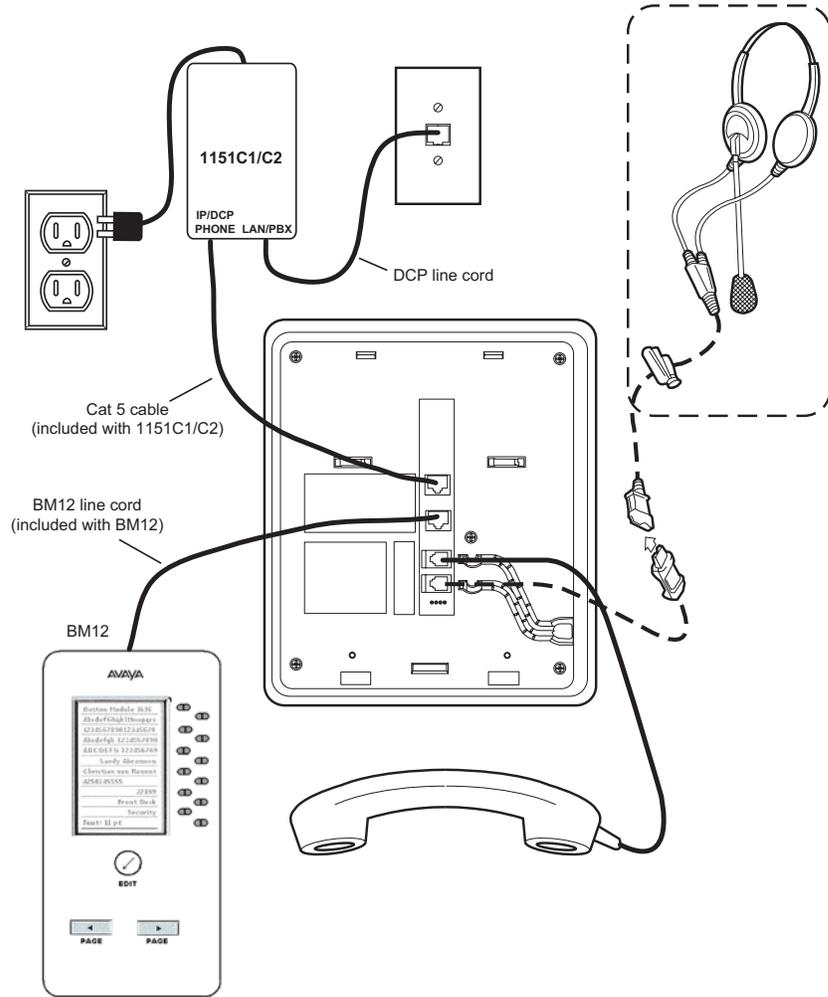


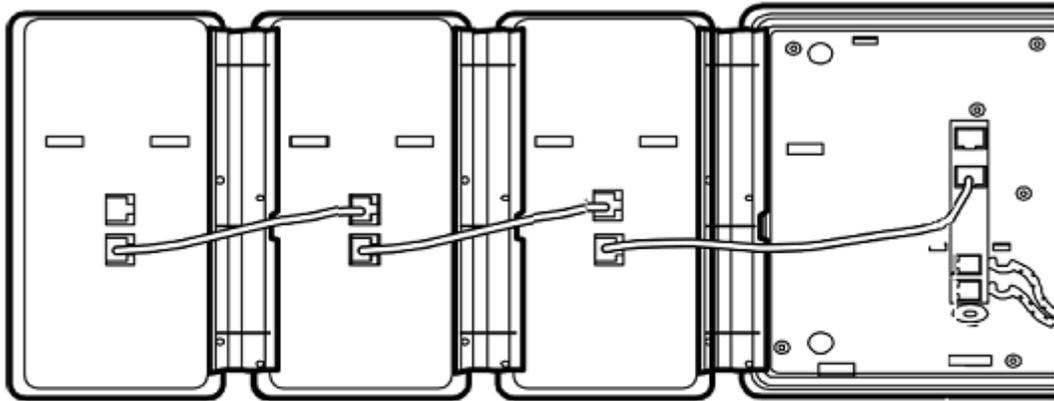
Figure 3: Connection Jacks on a 9408 Digital Deskphone with a BM12 Button Module



Note:

The BM12 Button module shown in the lower left corner can also be attached to the telephone with the connector packaged with the module. See [Figure 4](#).

Figure 4: Multiple BM12 Button Modules connected to a 9408 Digital Deskphone



To connect cords to jacks on the 9400 Series Digital Deskphones:

1. Plug one end of the modular line cord into the line jack on the 9400 Series Digital Deskphone.
2. Plug the other end of this cord into the wall jack.

If you are connecting a BM12 Button module to a 9408 telephone:

1. Plug one end of the cord that shipped with the BM12 Button module into the jack on the BM12 Button module.
2. Plug the other end of the cord that shipped with the BM12 Button module into the MOD jack on the 9408 telephone.
3. Plug one end of the line cord that shipped with the 1151C power supply into the IP/DCP PHONE jack on the 1151C power supply.
4. Plug the other end of the line cord that shipped with the 1151C power supply into the line jack on the 9408 telephone.
5. Plug one end of the modular line cord into the LAN/PBX jack on the 1151C power supply.
6. Plug the other end of the modular line cord into the wall jack.
7. Plug the power cord of the 1151C power supply into the wall electrical socket.

Upgrading the Firmware and Other Files for 9400 Series Digital Deskphones

Perform the procedure in this section to upgrade the firmware and other files for 9400 Series Digital Deskphones.

Note:

If your system has MM312, MM712, or MM717 DCP boards, you must update the firmware for these boards to V14 **before** upgrading the firmware for the 9400 Series Digital Deskphones.

The 9400 Series Deskphones can download the following files from the TFTP server:

- boot file (for example, boot94xxR018.bin)
- firmware file (for example, 94xxR19.bin)
- language file (for example, 94xxlng_R18_v07_Pack01.bin)
- font file. The font file can contain the following font sets:
 - Simplified Chinese (GB.bin)
 - Traditional Chinese (TradCh5.bin)
 - Korean (KSC.bin)
 - Japanese (JIS.bin)

Note:

Font files are only supported on Avaya Aura Communication Manager Release 6.0.1 and later.

- Zarlink (DSP) file (for example, Zarlink_CM_IPO_R0_07.bin)

Note:

The Zarlink (DSP) file is only used with 9408 Digital Deskphones.

Before upgrading the firmware and application type files, make sure you have the following:

- the latest firmware for the 9400 Series Digital Deskphones. You can download the latest firmware from <http://www.avaya.com/support>.
- the IP address of your TFTP server
- the computer name (that is, node name) where your TFTP server is running
- **For a G650 system:** a TN2214 or TN2224 DCP board
- **For a G700/450/350 system:** an MM312, MM712, or MM717 DCP board

To upgrade the firmware, perform the following steps:

1. Log into the Avaya Aura Communication Manager administration interface.
2. Enter the **change node-name ip** command.
The Change Node Names screen appears.
3. Add the node name of your TFTP server in the Name field.
4. Add the IP address of your TFTP server in the IP address field.
5. Save your changes.
6. Copy the latest 9400 Series Digital Deskphones firmware that you downloaded from <http://www.avaya.com/support> to your TFTP server.
7. Start your TFTP server.
8. Browse your firmware outbound and inbound file, and make sure your TFTP server is running.
9. From the Avaya Aura Communication Manager administration interface, enter the **change tftp-server** command.
The TFTP Server Configuration screen appears.
10. Perform one of the following steps:
 - If you have a G650 system, enter the name of the CLAN in the Local Node Name field.
 - If you have a G700/450/350 system, enter **Procr** in the Local Node Name field.
11. In the TFTP Server Node Name field, enter the name of the computer that is running the TFTP server.
12. Make sure the TFTP Server Port field is set to **69**.
13. In the File to Retrieve field, enter the boot file name (for example, **boot94xxR018.bin**). Be sure to include the **.bin** suffix in the file name.
14. Save your changes.
15. In the File to Retrieve field, enter the firmware file name (for example, **94xxR19.bin**). Be sure to include the **.bin** suffix in the file name.
16. Save your changes.
17. If you are using a language file, enter the language file name (for example, **94xxlng_R18_v08_Pack01.bin**) in the File to Retrieve field. Be sure to include the **.bin** suffix in the file name.
18. Save your changes.
19. If you are using a font file, enter the font file name (for example, **TradCh5.bin**) in the File to Retrieve field. Be sure to include the **.bin** suffix in the file name.
20. Save your changes.

9400 Series Digital Deskphones Installation

21. In the File to Retrieve field, enter the Zarlink (DSP) file name (for example, **Zarlink_CM_IPO_R0_07.bin**).
22. Save your changes.
23. Enter the **change firmware station-download** command and download the following files (if appropriate) to the 9400 Series Deskphones:
 - boot file (for example, boot94xxR018.bin)
 - firmware file (for example, 94xxR19.bin)
 - language file (for example, 94xxIng_R18_v07_Pack01.bin)
 - font file (for example, JIS.bin)
 - Zarlink file (for example, Zarlink_CM_IPO_R0_07.bin)
24. Log out of the Avaya Aura Communication Manager administration interface.

Chapter 3: Administering 9400 Series Digital Deskphones

Introduction

This chapter describes how to administer 9400 Series Digital Deskphones on Avaya Aura Communication Manager.

Administering a 9400 Series Digital Deskphone

Perform the following steps for each 9400 Series Digital Deskphone:

1. Log into the Avaya Aura Communication Manager administration interface.
2. Perform one of the following steps:
 - **For Avaya Aura Communication Manager Release 5.2.1 Service Pack 8 and later:**
 - If you are administering 9404 telephones, create an alias as a **2410**.
 - If you are administering 9408 telephones, create an alias as a **2420**.
 - **For Avaya Aura Communication Manager Release 6.0.1 Service Pack 1 and later:**
 - If you are administering 9404 telephones, create an alias as either a **2410** or a **1416**.
 - If you are administering 9408 telephones, create an alias as either a **2420** or a **1416**.

Note:

Keep in mind the following information:

- When a 9404 telephone is aliased as a 2410, it provides 12 call appearance/feature buttons.
- When a 9404 telephone is aliased as a 1416, it provides 12 call appearance/feature buttons. Also, users are unable to customize button labels.
- When a 9408 telephone is aliased as a 2420, it provides 24 call appearance/feature buttons and can support one button module providing 24 additional buttons.
- When a 9408 telephone is aliased as a 1416, it provides 24 call appearance/feature buttons and can support three button modules providing 56 additional buttons (24 buttons on the first button module, 24 buttons on the second button module, and 8 buttons on the third button module). Also, users are unable to customize button labels.

Administering 9400 Series Digital Deskphones

3. Perform one of the following steps:

- If you are adding a new extension and want to assign a specific extension number, use the **add station nnnn** command, where **nnnn** is the new extension you want to assign.
- If you are adding a new extension and want to assign the next available extension number, use the **add station next** command.
- If you are installing the 9400 Series Digital Deskphone at an existing extension, use the **change station nnnn** command, where **nnnn** is the existing extension you want to modify.

The Station screen appears.

4. Perform one of the following steps:

- **For Avaya Aura Communication Manager Release 5.2.1 Service Pack 8 and later:**
 - If you are administering a 9404 telephone, type the name of the alias you created for 9404 telephones in the Type field.
 - If you are administering a 9408 telephone, type the name of the alias you created for 9408 telephones in the Type field.
- **For Avaya Aura Communication Manager Release 6.0.1 Service Pack 1 and later:**
 - If you are administering a 9404 telephone, type the name of the alias you created for 9404 telephones in the Type field.
 - If you are administering a 9408 telephone, type the name of the alias you created for 9408 telephones in the Type field.
- **For Avaya Aura Communication Manager Release 6.2:**
 - If you are administering a 9404 telephone, type **9404** in the Type field.
 - If you are administering a 9408 telephone, type **9408** in the Type field.

5. In the Port field, type the port address.

6. In the Name field, type the name to associate with this telephone.

7. Configure the remaining fields on the Station screen pages. Keep in mind the following information:

- **For Avaya Aura Communication Manager Release 5.2.1 Service Pack 8 or later:**
 - The 9404 provides 12 call appearance/feature buttons.
 - The 9408 provides 24 call appearance/feature buttons.
 - If you are administering a 9408 telephone with a BM12 Button module, the BM12 module is administered as an EU24 button module. A 9408 can support only one BM12 Button module. (The BM12 Button module provides 24 additional buttons.)
- **For Avaya Aura Communication Manager Release 6.0.1 Service Pack 1 or later:**
 - **If you are administering a 9404 telephone as a 2410:**
You can administer up to 12 call appearance/feature buttons on the telephone.

- **If you are administering a 9404 telephone as a 1416:**

You can administer up to 12 call appearance/feature buttons on the telephone.

- **If you are administering a 9408 telephone as a 2420:**

- You can administer up to 24 call appearance/feature buttons telephone.
- If you are administering a 9408 telephone with a BM12 Button module, the BM12 module is administered as an EU24 button module. A 9408 can support only one BM12 Button module. (The BM12 Button module provides 24 additional buttons.)

- **If you are administering a 9408 telephone as a 1416:**

- You can administer up to 24 call appearance/feature buttons.
- If you are administering a 9408 telephone with one BM12 Button Module, the BM12 module is administered as a BM32 Button module. You can administer 24 call appearance/feature buttons on the BM32 Button module.
- If you are administering a 9408 telephone with two BM12 Button modules, you can administer 24 call appearance/feature buttons on each BM32 Button module.
- If you are administering a 9408 telephone with three BM12 Button modules, you can administer 24 call appearance/feature buttons on the first BM32 Button module and 24 call appearance/feature buttons on the second BM32 Button module. However, you can only administer 8 call appearance/feature buttons on the third BM12 Button module.

- **For Avaya Aura Communication Manager Release 6.2:**

A 9408 telephone can support a maximum of three BM12 Button modules. (Each button module provides 24 additional buttons.)

For more information about administration and features, see:

- *Administering Avaya Aura[®] Communication Manager*, Document Number 03-300509
- *Avaya Aura[®] Communication Manager Feature Description and Implementation*, Document Number 555-245-205
- *Avaya Aura[®] Communication Manager Screen Reference*, Document Number 03-602878

You can obtain these documents at <http://www.avaya.com/support>.

8. When finished administering this extension, save your changes.

Hearing Aid Compatibility Requirements

In the United States, analog trunks that have low signal level due to long loop length provide insufficient amplification to the signal that is passed to Avaya Aura Communication Manager systems and 9400 Series Digital Deskphones. As a result, hearing aid users may complain of telephone calls coming over analog trunks having too low of volume to hear well. You can correct this issue by perform from the following steps:

1. Log into the Avaya Aura Communication Manager administration interface.
2. Enter the **change station** command.
3. In the **Loss Group** field, enter the appropriate loss group (for example, **16**). [Figure 5](#) shows a sample Station with Loss Group 16 selected.

Figure 5: Sample Loss Group on Station page 1

```
change station 2502                                     Page 1 of 5
                                                         STATION
Extension: 2502                                         Lock Messages? n      BCC: 0
Type: 9404                                              Security Code:        TN: 1
Port: 001V502                                          Coverage Path 1:     COR: 1
Name: 9404                                              Coverage Path 2:     COS: 1
                                                         Hunt-to Station:
STATION OPTIONS
                                                         Time of Day Lock Table:
Loss Group: 16                                          Personalized Ringing Pattern: 1
                                                         Message Lamp Ext: 2502
Speakerphone: 2-way                                     Mute Button Enabled? y
Display Language: english
                                                         Media Complex Ext:
Survivable COR: internal                               IP SoftPhone? n
Survivable Trunk Dest? y
                                                         Customizable Labels? y
```

-
4. Save your changes.
 5. Enter the **change location-parameters** command.

Figure 6: Sample Location Parameters page 1

```

change location-parameters                                     Page 1 of 4
                                LOCATION PARAMETERS

                                Long Distance Access Code:
Analog Ringing Cadence: 1                                     International Access Code:
Analog Line Transmission: 1                                 Local E.164 Country Code:
                                Off-PBX Feature Name Extension Set:

                                Companding Mode: Mu-Law

RECALL TIMING
Flashhook Interval? y                                     Upper Bound (msec): 1000
                                                                Lower Bound (msec): 200

                                Forward Disconnect Timer (msec): 600
                                MF Interdigit Timer (sec): 10
Outgoing Shuttle Exchange Cycle Timer (sec): 4

                                End OCM After Answer (msec):

```

6. Go to page 2, and set the **Customize** field to **y** for **2 Party Loss Plan**.

Figure 7: Sample Location Parameters page 2

```

change location-parameters                                     Page 2 of 4

LOSS PLANS

                                2 Party Loss Plan: 2           Customize? y
                                Tone Loss Plan: 1             Customize? y

End-to-End total loss (dB) in a n-party conference:
3: 15  4: 15  5: 15  6: 15                                     Customize? y

```

7. Go to page 3, and modify an unused loss group column (for example, column 16 in [Figure 8](#)) to match the settings in the default station loss group column (for example, column 2 in [Figure 8](#)) except for the analog trunk loss group row (for example, row 6 in [Figure 8](#)), which should have a -3 entry (indicating 3 dB of gain).

Figure 8: Sample Location Parameters page 3

change location-parameters

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2 PARTY LOSS PLAN

TO:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1:	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	3	0	0
2:	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	3	0	0
3:	3	6	0	0	0	0	0	0	0	3	0	0	0	0	0	6	3	6	6
4:	0	0	-3	0	0	3	3	3	2	3	0	0	0	0	2	0	3	0	0
5:	0	0	-3	0	0	3	3	3	2	3	0	0	0	0	0	0	3	0	0
6:	0	0	-3	3	3	6	8	6	5	5	5	3	3	3	5	-3	3	0	0
F 7:	0	0	-3	3	3	8	8	6	5	5	5	3	3	3	5	0	3	0	0
R 8:	0	0	-3	3	3	6	6	6	3	5	3	3	0	0	3	0	3	0	0
O 9:	0	0	-3	2	2	5	5	3	0	0	2	-3	-3	-3	0	0	3	0	0
M 10:	3	3	0	3	3	5	5	5	0	0	3	-3	-3	-3	3	3	3	3	3
11:	0	0	-3	0	0	5	5	3	2	3	0	0	0	-3	0	0	3	0	0
12:	6	6	3	6	6	9	9	9	3	3	6	0	0	0	6	6	3	6	6
13:	6	6	0	6	6	9	9	6	3	3	6	0	0	0	6	6	3	6	6
14:	6	6	0	6	6	9	9	6	3	3	3	0	0	0	6	6	3	6	6
15:	0	0	-3	2	0	5	5	3	0	3	0	0	0	0	0	0	3	0	0
16:	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	3	0	0
17:	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
18:	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	3	0	0
19:	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	3	0	0

8. Modify the unused loss group row (for example, row 16 in [Figure 8](#)) to match the settings in the default station loss group row (for example, row 2 in [Figure 8](#)).
9. Save your changes.

Chapter 4: Troubleshooting Guidelines

Introduction

This chapter describes problems that might occur during both installation and normal operation of the 9400 Series Digital Deskphones and possible ways of resolving these problems.

Operational Errors and Status Messages

[Table 1](#) identifies some of the possible operational problems that you might encounter after successful installation of the 9400 Series Digital Deskphones.

Table 1: Operational Error Conditions for 9400 Series Digital Deskphones

Condition	Cause/Resolution
The message light on the telephone turns on and off intermittently, but the telephone never registers.	CAUSE: This is a hardware fault. RESOLUTION: The telephone must be returned to Avaya for repair.
The telephone stops working in the middle of a call, AND no lights are lit on the telephone and the display is not lit.	CAUSE: Loss of power. RESOLUTION: Check the connection between the telephone and the jack.
The telephone was working, but does not work now, AND no lights are lit on the telephone and the display is not lit.	CAUSE: Loss of power. RESOLUTION: Check the connections between the telephone and the jack.
Calls cannot be received.	RESOLUTION: On the Station form in the Avaya Aura Communication Manager administration interface, make sure the Restrict Last Appearance field is set to n for this station.

Table 1: Operational Error Conditions for 9400 Series Digital Deskphones (continued)

Condition	Cause/Resolution
<p>The telephone works, but the audio quality is poor, specifically:</p> <ul style="list-style-type: none"> the user hears echo when speaking on a handset. the user hears echo on a headset, but not on a handset. the user is on Speaker and hears no echo, but the far-end hears echo. the user hears fluctuations in the volume level which are worse when the Speaker is on, or at the beginning of a call, or when a call goes from no one talking abruptly to a loud voice. 	<p>CAUSE: Echo from digital-to-analog conversion on your Avaya media server trunk. RESOLUTION: Verify which trunk is causing the echo, and swap the trunk's Trunk Termination parameter on the call server.</p> <p>CAUSE: Improper headset adapter. RESOLUTION: Replace adapter with Avaya's M12LU or 3412-HIC adapters. We recommend the M12LU, since it supports Automatic Gain Control.</p> <p>CAUSE: Room acoustics. RESOLUTION: Ensure that there are six inches or so of blank space to the right of the telephone. If that is insufficient, use the handset.</p> <p>CAUSE: The user has changed the Automatic Gain Control (AGC) or environmental acoustics are not consistent with the current audio settings. RESOLUTION: Try different on/off settings for the AGC and audio parameters.</p>
<p>The telephone works properly except for the Speaker.</p>	<p>CAUSE: The Speaker was turned off at the call server. RESOLUTION: Administer the call server to allow that station's Speaker to operate. If that does not work, do a self-test on the telephone, as explained in the user guide.</p>
<p>Hands-Free Answer (HFA) is administered but the telephone did not automatically answer a call.</p>	<p>CAUSE: HFA only works if the telephone is idle. A second call is ignored if it comes in while a call is in progress, including ringing before the first call is answered. RESOLUTION: None.</p>
<p>The files are not uploading from the TFTP server.</p>	<p>CAUSE: The TFTP server is stopped, or it is not configured correctly. RESOLUTION: Use the <code>ch tftp-server</code> command to select another CLAN.</p>

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