**Scrolling and navigation**

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the up and down navigation arrows to scroll up or down through lists. When only one up or down navigation arrow shows, it indicates you are at the top or bottom of the list and can only move in the direction indicated by that arrow. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected. For non-color phones, the selected line is highlighted in black with white letters. The softkey labels will change according to the options available for the selected line. The OK button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the OK button places a call to that person.

You can also select a line or feature without scrolling by pressing the corresponding line button.

**Avaya Menu**

You can 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. When you press the Avaya Menu button, you see the following menus, depending on how your administrator has set up your system and on the applications available to you:

<table>
<thead>
<tr>
<th>Sample Menu 1</th>
<th>Sample Menu 2</th>
<th>Sample Menu 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; Options &amp; Settings</td>
<td>&gt; Your 1st Web Application</td>
<td>&gt; Call Settings</td>
</tr>
<tr>
<td>&gt; Browser</td>
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<td>&gt; Network Information</td>
<td>&gt; Log Out</td>
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<tr>
<td>&gt; Guest Login</td>
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<td>&gt; Log Out</td>
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</tr>
<tr>
<td>&gt; About Avaya one-X</td>
<td>&gt; My Pictures</td>
<td>&gt; Call Settings</td>
</tr>
</tbody>
</table>

Options & Settings or Phone Settings, if your menu is customized, lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone. About Avaya one-X provides the release number of your telephone software.

Guest Login lets you log in to a phone to which you are not normally assigned, to access your own contacts and features.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in. Log out does not display unless your phone (and any associated button module) is in an idle state. My Pictures lets you use pictures from a USB device as your telephone screensaver.

**Answering and making a call**

**Answering a call**

Answering 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, 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**.
   - If Voice dialing is enabled, a **Voice** softkey displays.
2. If no tone is generated or if no green bar appears next to the **Voice** softkey, press **Voice** again to restart voice dialing.
3. Within a few seconds or as soon as you hear the tone, say the name of the person you want to call.
4. When one or more contacts display, press the appropriate softkey.

**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 unanswered transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**

**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
Your administrator may also place selected features on softkeys on the call appearance (Phone) screen. 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. Using the dialpad, start typing the name for which you want to search.
3. Press Call to call the person or press More then Edit to edit contact information.

Calling a person from the contacts list
1. Press the Contacts button.
2. Select the person or primary number you want to call.
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.
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.
9. Press Save or OK.

Editing a contact
1. Press Contacts.
2. Search for and select the contact you want to edit.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. 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.

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.

Changing the display language
1. Press Avaya Menu.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.
6. Select Language.
7. Select a display language.
8. Press Select or OK.
9. Press Yes to confirm the selected language.

Using USB Flash Drives with your phone
Subject to your administrator's permission, if your telephone has a USB interface and you have a USB (Universal Serial Bus) flash drive (also called a thumb drive or memory stick), you can log into your phone from anywhere in the world, add contacts to your Contacts list from an E-mail or other PC software program, and display pictures from the device on your phone as a screensaver. You can also copy your contact list from your phone to a USB flash drive, replace the contents of your phone's current contact list with those on the USB flash drive, or temporarily use the flash drive's contacts instead of your phone's contact list.

For more information
Go to www.avaya.com/support for latest support information, including user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.
Avaya one-X™ Deskphone Edition
for 9620/9620C/9620L IP Telephone
Quick Reference