Overview of an Avaya Phone – Model 9641G

Soft keys – Interactive Soft Keys change depending the function/feature you are performing. To use, press (touch) the corresponding soft key button

Display - Provides information including date & time, extension #, and available call information as well as an interactive touch screen

Message Waiting Indicator – Red Light indicates a new voicemail message or an incoming call if turned on Home Menu > Settings > Options & Settings)

Quick Touch Panel – Displays Feature buttons, choice of 1 Line, 2 Line or No Lines. Change in Home Menu > Settings > Screen and Sound Options.

Buttons to Access:
Contacts, Home Screen, and Call History

Feature – Press (Touch) to View Feature buttons

Call / Line Appearances – Scroll bar to move up/down.

Cresent Moon Icon Soft Key – Turns display light off, tap screen or press Phone button to return to menu

Message – Access Voice Mail messages

Phone – Exits menus, display returns to phone menu.

Forward – Access the Forwarding menu for features such as Call Forward and Send All Calls

Volume + / - Controls Ringer, Handset, and Speaker Volume independently

Headset – If equipped, Button illuminates when in use

Speaker – On / Off Speakerphone

Mute – On / Off When illuminated, microphone is OFF

Reference Guide for the Avaya 9641G IP Phones – VoIP Stand Alone PBX

How To	Directions	Notes
Place an INTERNAL CALL	Lift handset or press speaker, dial **7-digit number**	
Place an EXTERNAL CALL	Lift handset or press speaker, dial the **phone number**	*No Access Code Required.* **Local calls:** **7 digits** *(or 10 digits)* **Long distance numbers:** **1 + area code + 7 digits**
Hold/Retrieve a Call	**To hold a call:** Press the **HOLD** Soft key button **To retrieve a call:** Press **Resume** Soft key button	*Held Line icon will appear next to the line on hold* *Connected line is highlighted*
Transfer a call	1. While connected to the call, press **TRANSFER** Soft key button. *(Call is automatically placed on hold and dial-tone is heard)* 2. Dial the **number** you want to transfer the call to 3. When the phone rings on the other end, either: a. *Supervise the Transfer:* **ANNOUNCE** the call, and then press the **Complete** Soft key button to connect callers. b. *Blind Transfer:* Press **Complete** Soft key button	*If a dialing mistake is made, press the* **Clear** *Soft key and start dialing digits from the beginning.* *To Cancel a Transfer:* *Press the* **Cancel** *Soft Key to return to original call.*
Conference Call	1. While connected to a call, press the **CONF** Soft Key button. *(Call is automatically placed on-hold, a new line is automatically activated, and dial-tone is heard.)* 2. **Dial Number of 2nd party –** Wait for 2nd call to answer 3. Announce conference call, then press **Join** Soft key button to add the party to the conference call.	*Press* **Add** *Soft key to add up to a total of 6 parties (including you).* *To Hold a Conf Call:* *Press* **Hold** *Soft key to put the conference on hold.* *To resume: press* **Resume**
Call Pickup	**Call Pickup Group:** Hear **dial tone**, press the **CPU** Button. **Directed Call Pick-Up:** Pick-up a specific phone that is ringing. **To use:** Hear **dial tone**, **dial *45** and **phone number** that you want to pick up.	*Call Pickup answers a call ringing on an extension within your pre-assigned call pick-up group.*
Mute	**To Mute the microphone:** press **MUTE** button**.** *(Microphone is OFF, when Mute button is illuminated)* **To resume the conversation:** press **MUTE** again	*Mute can be used while on the handset, speakerphone or headset.*
Speaker	**To Activate:** Press the **SPEAKER** button *(Line appearance is activated and dial-tone is heard)* **To Disconnect:** Press **SPEAKER** button again	*To change from speakerphone conversation to handset, simply lift handset.*
Headset	If equipped and a headset is connected, press the **Headset** button to use the headset.	*Headset button will illuminate when in use.*

Call Forward	**To Forward your phone to another number:** 1. Press the **Forward** button 2. Look in the display, press the **Forward** button, *3.* Dial tone will be heard, **Enter the number** you want to forward your phone to – *Hear a 3 beep confirmation tone.* **To Cancel Call Forward:** 1. Press the illuminated **Forward** button 2. Look in the display; press the marked **Call Forward** button. *(The Call Forward button in the display will no longer be marked, the display icon will disappear and the Forward button will no longer be illuminated.*	*After the confirmation tone, the **Forward** button in the display will be marked, the display icon will appear and the Forward button will illuminate indicating a forward feature is active.*
Send All Calls (SAC)	**To Activate/ Deactivate using a Soft**: Press **Send All** Soft key button. *(A display icon and a Green line on top of Send All soft key indicates Send All Calls is Active).* **To Activate Send All Calls using Forward Button:** 1. Press **Forward** button, *2.* In display, press the **Send All Calls** button **To Deactivate Send All Calls:** 1. Press the illuminated **Forward** button **2.** In the display, press the marked **Send All Calls** button *(display button will now be unmarked)*	***Send All** soft key must be pre-programmed.* *Sends All calls immediately routes calls to a pre-designated number, such as voicemail.* *To Return to main phone menu, press **Phone** button.* *Note: When SAC is active, the display Send All Calls button will highlight and a display Icon in the upper left appears.*
Terminal Busy Button (TB)/ Busy Indicator	TB Button is a *Dual- function, pre-programmed button that cannot be changed by the user :* A. **To call an extension:** Press the **TB** button Or, To Transfer a call to that extension: press **Transfer**, then the **TB** button in place of dialing digits B. TB provides the status of an extension – integrated light will light when extension is in use	*TB and SD button labels can be renamed by the user (**Home** Menu > Applications Settings – Personalize Labels)*
History	**Press the History button to view:** **All Calls, Missed Calls, Answered Calls, or Outgoing Calls** **To view a particular list**, press the icon on the right of the History Screen. Scroll up/ down to view list entries. **Options - press the appropriate soft key:** • **To view History Details -** scroll to the desired entry; press the DETAILS (**right arrow**) button on the particular call. Call details, if available, will be displayed: calling name, number, and time of call. • **Back -** to return to the list view • **Delete –** to remove this call from the log, press Delete again to confirm, or Cancel the delete function. • **+Contact** - to add this person and number to Contacts list then **edit** the name and number if necessary, press **Done** then **Save**.	***To Delete ALL Call History (every entry in each list):*** *1. Press **History**,* *2. Press **Clear All*** *3. Press **Clear All** to confirm* *4. Press **Yes** to confirm.* ***To Delete entries in a particular list:*** *1. Press **History*** *2. Press the **icon** for the list you want to clear* *3. Press **Clear All** to delete all entries in list.* *4. Press **Clear All** to confirm* *5. Press **Yes** to confirm*

Contacts	**To Add a Contact:** 1. Press **Contacts** button **2.** Press the soft key **New** 3. Enter the **name** using the keyboard. 4. Press the **Check Mark** on the keyboard to move to the number entry screen 5. **Enter the primary telephone number** using the keyboard. 6. Press the **Check Mark** on the keyboard when finished entering the name and primary number 7. To Add another number to this contact, press the **Blank line** in the display 8. **Enter the number** using the keyboard 9. Press the **Icon** to indicate the type of number *(Mobile, Work, or Home)*. Repeat this step to add a third number, if desired. 10. Press the **Save** Soft key *(Or, press **Cancel** to exit without saving the new contact information)*. **To Edit a Contact:** 1. Press **Contact** button 2. Search for the contact you want to edit 3. Press DETAILS *(arrow)* button to the right of the contact to display the details 4. Press **+** to add another number for the contact or press **Edit** to edit the name or any numbers. 5. Press the **Done** Soft key 6. When finished editing contact, press the **Save** **To Set up a Favorite Contact:** 1. Press **Contacts** button 2. **Search** for the contact 3. Press **Favorite** in the display 4. **Touch the number** you want as a favorite 5. **Enter a caption or label** you want to appear on the Home Screen for this favorite 6. Press **Done,** then **P**ress **Save** 7.	*You can save up to 250 names and up to 3 numbers per name.* *The **Primary number** is the first number entered and the one that will always display on the Contacts list without having to go into the contact details.* ***Favorite Contacts:** You can assign up to 16 "Favorite" numbers from your contacts list as one-touch speed dial buttons on the Home Screen. A contact must be set up before you can assign any associated phone number as a favorite.*
Features	• From the Phone Screen, press the **Features** button in the upper right corner of the display. • Use the scroll arrows to view all of the Feature buttons. • To return to the main Phone screen, touch **Calls** at the upper right corner.	*IF the icon to the left of the feature label is **Green**, the feature is on.* *Some Feature buttons may be shown on the main Phone menu by setting the Quick Touch Panel to 1 Line, 2 Lines or No lines – See Home button Setting the Quick Touch Panel.*

Speed Dial (SD) **(Autodials)**	**To Program an Speed Dial (SD) Button:** 1. **Lift handset, dial*83.** 2. Press **SD** button to be programmed, 3. Enter the **number** as you would normally dial 4. Press the "**#**" key, confirmation tone is heard. **To Personalize a Label on an SD Button:** 1. Press **Home** Button 2. Press **Settings** 3. Press **Options & Settings** 4. Touch **Application Settings** 5. On the Application Settings menu, press **Personalize Labels** 6. Press the **Feature Labels** (**Extensions for editing** extension buttons) 7. Press the **button** (or Soft key) that you want to change the label 8. Use the **keyboard** to edit the label – *Up to 13 Characters* 9. Press the **Checkmark** to save the label or **Cancel** to return to the menu without saving. 10. You can revert back to the default button labels by selecting: **Home** > **Settings** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels** and pressing **Default**. **To Use Autodial (SD) button:** Press **SD** button	*SD buttons = one-touch dialing. Stores up to 16 digits* *SD labels can be renamed by the user (see **Home** Menu > Applications Settings – Personalize Labels)*
Home	Press the **Home** button to get to the main Home menu of the phone. From here you can access the Settings menu, your favorite contacts, and the calculator. The Settings menu contains choices for: • **Options & Settings** – Change Call Settings, Application Settings, Screen & Sound Options and Advanced Options. • **Bluetooth Setup** – Add/pair a Bluetooth device • **Network Information** – Summaries of network parameters used in trouble shooting. • **Logout** – Logs phone off (cannot be used), requires a login password to turn Log back in. • **Light Off** – Turns light off to save power, Tap Screen or Phone button to return to normal brightness level. • **Touch Screen Cleaning** – Provides instruction to clean the screen. To get out of this menu item, press Phone button. • **About Avaya one-X** - Provides the release number of your telephone software.	*Options & Settings>Call Settings:* *Consider changing to these recommended Settings:* • *Go to Phone Screen on Calling – Yes* • *Go to Phone Screen on Ringing – Yes* • *Got to Phone Screen on Answer – Yes* • *Display Call Timers – Yes* • *Redial – List (provides you with most recently dialed numbers)* • *Visual Alerting – Light on top right corner of phone blinks red on an incoming call)* • *Audio Path – Speaker* • *Pair Contacts to Calls – On (When an incoming call number matches a contact, the contact name will display)*

	Setting the Quick Touch Panel:	
	You can choose how many Feature buttons show on the bottom of your display by setting the Quick Touch Panel to 1 Line, 2 Lines or No lines. (*1 Line = first 4 Features or 2 Lines = first 8 Features)*	
	1. Press **Home** button	
	2. In the display, press **Settings**	
	3. Press **Screen and Sound Options**	
	4. Press the **Show Quick Touch Panel** setting to change. *Each press will cycle you through your choices of 1 Line, 2 Lines, or No lines and back to 1 Line.*	
	5. Press Save to save the setting or Cancel to return to the menu without saving.	
	To Personalize a Label on an SD Button:	
	1. Press **Home** Button	
	2. Press **Settings**	
	3. Press **Options & Settings**	
	4. Touch **Application Settings**	
	5. On the Application Settings menu, press **Personalize Labels**	
Home	*6.* Press the **Feature Labels** *(Extensions for editing extension buttons)*	
	7. Press **button** (Soft key) that you want to change the label	
(Continued)	8. Use the **keyboard** to edit the label – *Up to 13 Characters*	
	9. Press the **Checkmark** to save the label or **Cancel** to return to the menu without saving.	
	10. You can revert back to the default button labels by selecting: **Home** > **Settings** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels** and pressing **Default**.	
	Changing your ring tone:	
	You can change your ring tone from two different sets of sounds – Classic and Rich.	
	1. Press **Home** button	
	2. In display, press **Settings**	
	3. Press **Screen and Sound Options**	
	4. Use **Scroll bar** (if applicable) to view the list. To switch ring types press appropriate Soft Key - **Classic** or **Rich**	
	5. Press the **Ring Tone** you want to use	
	6. Press **Save** to save the setting or **Cancel** to return to the menu without saving.	
	To Exit the Home Menu: Press **PHONE** button	

On-Line Video Training Available	1. Open your internet browser and type in: http://www.youtube.com/user/NYStateCIO/videos	*For Questions Call:*
	2. Then choose "**Playlists**"	*(518) 486 – 4000 Option 1*
	3. You will see the playlist for "**Training for AVAYA 9641G Telephones**" among the selections.	
	4. Clicking on this playlist will present the video training that is currently available for this model phone.	