Scrolling and navigation

Use the up and down navigation arrows to scroll up or down through lists. Use the right and left navigation arrows to navigate (horizontally scroll) to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line will be highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. Press **OK** to choose the highlighted line.

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

Answering and Making a Call

Answering a Call
1. Lift the handset, *or* scroll to the incoming line and press **OK** or **Answer** or **Speaker**, *or* press the corresponding line button.

Making a Call
1. Lift the handset, *or* press **Speaker** or a line button for an available line.
2. Dial the number you want to call.

Putting a Call on Hold
1. Press **Phone** to view the main Phone screen, if necessary.
2. Scroll to the line you want to put on hold.
3. Press **Hold**.
4. Press **Resume** to retrieve the call.

Transferring a Call
1. Press **Phone** to view the main Phone screen, if necessary.
2. Scroll to the line you want to transfer.
3. Press **Transfer**.
4. Dial the telephone number, *or* call the person from the Contacts or Call Log lists.
5. Press **Complete** to transfer the call.

Conference Calls

Setting up a conference call
1. Press **Phone** to view the main Phone screen, if necessary.
2. Scroll to your active call.
3. Press **Conf.**
4. Dial the telephone number, *or* call the person from the Contacts or Call Log list.
5. Press **Join** to add the person to the existing call.

Adding a person on hold to a conference call
1. Press **Phone** to view the main Phone screen, if necessary.
2. Scroll to your active call.
3. Press **Conf**.
4. Scroll to the person you want to add.
5. Press **Resume**.
6. Press **Join** to add the person to the conference call.

Dropping a person from a conference call
1. Press **Phone** to view the main Phone screen, if necessary.
2. Scroll to your active call.
3. Press **Details**.
4. Scroll to the person you want to drop.
5. Press **Drop**.

Features

Accessing the Features menu
1. Press **Phone** to view the main Phone screen, if necessary.
2. Scroll right to view the Features menu.

Sending all incoming calls directly to coverage
1. Press **Forward** to access the Forwarding menu.
2. Scroll to SENDALL.
3. Press **OK** to turn SENDALL on or off.

Contacts

Calling a person from the Contacts list
1. Press **Contacts**.
2. Scroll to the person or number you want to call.
3. Press **Call**.

Adding a new contact
1. Press **Contacts**.
2. Press **New**.
3. Enter the name.
    a. Press **More > Abc** to change between upper and lower case letters or to enter numbers.
    b. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
    c. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
    d. Pause before entering the next character if the characters are on the same key.
    e. Enter remaining letters or numbers.
    f. Press **More > Symbols** to enter characters that are not on your dialpad.
    g. Scroll to the symbol you want to use.
    h. Press **OK** to select the symbol.
    i. Press **Bksp** to delete the last character.
    j. Press **Clear** to delete all text and start over.
4. Scroll to the next field.
5. Enter the telephone number.
6. Press **Save**.

Editing a contact
1. Press **Contacts**.
2. Scroll to the contact you want to edit.
3. Press **More > Edit**.
4. Choose the field you want to edit.
5. Make changes to the contact information.
6. Press **Save**.

Call Log

Calling a person from the call log
1. Press **Call Log**.
2. Scroll to the person you want to call.
3. Press **Call**.

Adding a number from the call log to your contacts
1. Press **Call Log**.
2. Scroll to the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit name and telephone number, if necessary.
5. Press **Save**.

Avaya Menu

The Avaya Menu has four choices:
> Options & Settings
> Browser
> Network Information
> Log Out

The Options & Settings menu includes choices that allow you to change your call settings, personalize button labels, adjust brightness and contrast, select your ringing patterns, and more. The Options & Settings menu choices are:
> Call Settings
> Application Settings
> Screen & Sound Options
> Advanced Options

For more detailed information about options and settings, see *About Setting Your Telephone Options*. For more information about the browser or logging out of your phone, see *About the Browser* and *Logging out of your telephone* in the *Avaya one-X™ Deskphone Edition for 9630 IP Telephone User Guide*.
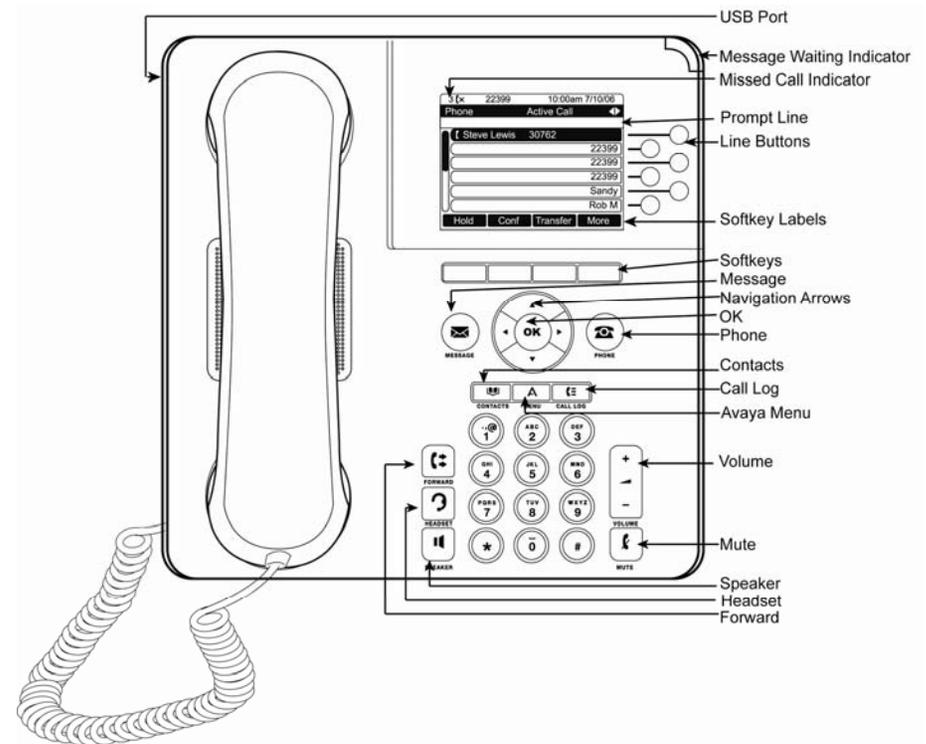
Options & Settings

Adjusting the brightness or contrast of the display
1. Press **Avaya Menu**.
2. Scroll to Options & Settings.
3. Press **OK** or **Details**.
4. Scroll to Screen & Sound Options.
5. Press **OK** or **Details**.
6. Scroll to Brightness *or* Contrast.
7. Press **OK**.
8. Scroll to Phone.
9. Scroll to the right or left to adjust the brightness or contrast.
10. Press **Save**.

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AVAYA

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Quick Reference

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Softkeys
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Avaya Menu
Volume
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Speaker
Headset
Forward

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.