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; holding either arrow for a few seconds produces a fast scroll. Use the right and left navigation arrows to move between the Phone screen and Features list. 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:

- Options & Settings...
- Browser...
- Network Information...
- About Avaya one-X
- Log Out

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, 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.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in.

Making an emergency call

You do not have to be logged in to make an emergency call. If emergency calling was set up by your system administrator, the Phone screen has an Emergency softkey to immediately connect you with a preset emergency services number.

1. Press the **Emerg** softkey. If you do not see an **Emerg** softkey, pick up the handset or press the **Phone** button, then press the **Emerg** softkey.
2. If the telephone prompts "Do you want to make an emergency call?" press the **Yes** softkey. Some phone systems will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker and displays "Emergency Call in Progress".
3. To end the emergency call, press the **End Call** softkey or press the **Speaker** button.

Speed dialing a person

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call. Or, if speed dial numbers are assigned to a button module attached to your phone, press the button assigned to the person you want to call.

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. Your system administrator may have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

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 unattended 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** or **Conf** 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 6 telephone numbers per name.

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 number you want to call.
3. Press **Call** or **OK**.

Adding a new contact

1. Press **Contacts**.
2. Press **New** .
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 (work, mobile, home, handle).
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.
3. Press **More** > **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 language

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

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.

16-601948

Avaya one-X™ Deskphone SIP for 9630/9630G IP Telephone Quick Reference

USB Port
Message Waiting Indicator
Missed Call Indicator
Title Line
Prompt Line
Line Buttons
Softkey Labels
Softkeys
Message
Navigation Arrows
OK
Phone
Contacts
Call Log
Avaya Menu
Volume
Mute
Speaker
Headset
Forward