



Avaya one-X™ Deskphone Edition for 9670G IP Telephone User Guide

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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Contents

Chapter 1: Introduction to the 9670G IP Telephone.....	7
Overview.....	7
Scrolling and Navigation.....	8
About Icons.....	9
Telephone Stand.....	14
Using the On-screen Keyboard.....	14
Cleaning the screen.....	14
Chapter 2: The Home Screen.....	15
Options and Settings.....	15
Setting the Go To Phone Screen on calling.....	16
Setting the Phone Screen on ringing.....	16
Changing the voice dialing setting.....	17
Changing the voice dialing language.....	17
Setting redial options.....	17
Configuring call timers.....	18
Configuring visual alerts.....	18
Setting the audio path.....	18
Setting contact names to display during calls.....	19
Adjusting the display brightness.....	19
Turning button click sounds on and off.....	20
Turning error tones on or off.....	20
Choosing your ring pattern.....	20
Changing the display language.....	21
Setting the Quick Touch panel.....	21
Personalizing button labels.....	22
Browser.....	22
About Web Browser Icons & Labels.....	22
Chapter 3: Features menu.....	25
Accessing the Features menu.....	25
Calling a person from the directory.....	25
Configuring simultaneous ringing for multiple telephones (EC500).....	26
Chapter 4: Answering a Call.....	27
Chapter 5: Making a Call.....	29
Making an emergency call.....	29
Clearing a number.....	29
Redialing a number.....	29
Using voice dialing.....	30
Calling a person from the Contacts list.....	31
Calling a person from the call log.....	32
Chapter 6: Standard Call-Related Features.....	33
Muting a Call.....	33
Putting a Call on Hold.....	33
Transferring a Call.....	34
Forwarding Calls.....	34

Send all Calls.....	34
Forwarding calls.....	34
Conference Calls.....	35
Chapter 7: Bridged Calls.....	37
Answering a call on a bridged line.....	37
Joining a call on a bridged line.....	37
Making an outgoing call on a bridged line.....	37
Chapter 8: Contacts.....	39
Searching for a contact.....	39
Viewing Contacts details.....	40
Adding a new contact.....	40
Editing a contact.....	41
Changing the Primary Contact Number.....	42
Deleting a contact.....	42
Chapter 9: Using USB Flash Drives with your phone.....	43
Adding contacts from an external file to your contacts list.....	43
Replacing your contacts list with an external file.....	44
Copying your contacts list to a USB flash drive.....	45
Temporarily using a USB contacts list.....	45
Chapter 10: Call Log.....	47
Viewing the call log.....	47
Viewing call log details.....	47
Adding an entry from the call log to your Contacts list.....	48
Removing an entry from the call log.....	48
Clearing all entries from the call log.....	48
Turning off call logging.....	49
Chapter 11: Getting Your Messages.....	51
Logging into your voicemail.....	51
Chapter 12: About Logging In to and Out of Your Telephone.....	53
Logging in to your telephone extension.....	53
Logging out of your telephone extension.....	53
Logging in as a guest user.....	54
Chapter 13: Avaya Home Screen Applications.....	55
Adding stock symbols.....	55
Viewing stock details.....	56
Using the Weather application.....	56
Using the Calculator.....	57
Chapter 14: Setting up a Bluetooth® headset.....	59
Setting up a Bluetooth® headset.....	59
Pairing a Bluetooth® headset with your phone.....	60
Operating a Bluetooth® headset.....	61
Index.....	63

Chapter 1: Introduction to the 9670G IP Telephone

Your telephone provides many features, including a touch-based Phone screen to view and manage your calls, a Call Log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your voicemail. The 9670G IP Telephone provides this information in color.

Not all functions and features described in this user guide may be available on your telephone. If you find that a function or feature is not available, please contact your system administrator.

AVAYA Reviewers: Line drawing of 9670G faceplate with button callouts to be included in next draft.

Overview

The following table provides button/feature descriptions for the 9670 telephone.

Name	Description
USB Port	Insert a USB device (also called a memory stick, thumb drive, or flash drive) to transfer contacts between your phone and an external data source; see Using USB Flash Drives with your phone on page 43 for more information. You can also recharge some battery-powered devices by using a USB cable to connect the device to your telephone's USB port.
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Configuring visual alerts on page 18 is enabled, this light flashes when you receive an incoming call.
Missed Call Indicator	The icon on the Call Log button is illuminated when you have missed calls. The top line shows the Missed Call icon and the number of calls missed.
Prompt Line	View the prompt line to see helpful information, such as the expected action to take on a screen.
Call Appearances	Depending on how your system is administered, three or six lines are available for calls. Touch the line to initiate or answer a

Name	Description
	call. Call appearances also indicate if a feature is enabled or disabled in the Feature view.
Softkeys	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen being displayed.
Message	Press the Message button to connect directly to your voicemail system.
Navigation Arrows	Touch the right-facing arrow at the upper right of a screen or to the right of a call appearance to move to the next or a related screen.
Phone	Press Phone to view and manage your calls.
Contacts	Press Contacts to view the entries in your Contacts list.
Call Log	Press Call Log to view a list of your outgoing, incoming, and missed calls.
Home	Press Home to configure options and settings, access the browser, log out, or view network information.
Volume	Press volume to adjust the volume of the handset, headset, speaker, and ringer.
Headset	Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
Mute	Press Mute to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset.
Forward	Press Forward to display the Forwarding menu.

Scrolling and Navigation

When navigating through the options and features on your telephone display, touch the onscreen scroll buttons on the right middle of the screen to scroll.

A scroll control appearing to the right of the application area indicates that more information is available than can fit on the display. Touch and release the appropriate button to scroll up or

down through a list. Touch and hold the appropriate scroll button to scroll a page at a time in the designated direction.







A Features button or Calls button appears in the upper right of the display to indicate when you can switch to another screen with more options or information. Touch Features to move between the Phone screen and the Features list, or touch Calls to move from the Features list to the Phone screen. You may also see a “Details” button (a right-facing arrow) on a call appearance line; touching the Details button on a specific line brings you to another related screen. For example, touching the arrow to the right of a contact name produces a detail screen showing all the numbers on file for that person.


















You act on objects such as a line or softkey by touching it. Select lines or options by touching the on-screen softkey label representing the desired action or by touching the line itself. The softkey labels will change according to the options available for the line you touched or information you are working with or viewing. For example, touching a line on the Contacts screen dials that number, touching a line on the Phone screen answers an incoming call, takes an idle line off-hook, or resumes a held call.















About Icons












The icons in the following table indicate the state of a call, navigation choices, Call Log types, Contact phone types, feature status, the status of an attached or paired device, or the status of a contact or team member whose presence you are tracking.
















Depending on their purpose, some icons appear on the top line, for example, to notify you that a headset is active or that you have missed calls in the Call Log. Other icons display on call appearance lines to show call states. Icons also appear on application screens like the Contacts list, Call Log, or Stocks and Weather. Home screen icons are touch-based to let you initiate actions like changing telephone settings, accessing the Web browser, or Avaya applications like the Calculator, Stocks and Weather.

Icon	Description
	Telephone is locked.
	Incoming call is ringing.
	This call appearance line is not currently in use.
	Call is active.
	You placed this call on hold.
	The phone placed a call on hold awaiting a transfer.

Icon	Description
	Your calls are being forwarded.
	A bridged call appearance is in use.
	EC500 is on.
	A conference call is active.
	You placed a conference call on hold.
	The phone placed a conference call on hold while another party is being added to the call.
	Speakerphone in use.
	Headset in use.
	Details button. Touch to display more information about a line item, to toggle from one Settings option to another, or to access related information screens.
	Unnamed registration in effect.
	Scroll up to see choices.
	Scroll down to see choices.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the Volume button until the volume turns off. To reinstate volume, press + on the Volume button.
	Team icon indicating this team member is available. Your system administrator sets up teams as applicable.
	Team icon indicating this team member is having calls forwarded.
	Team icon indicating this team member is busy on a call and not available.

Icon	Description
	Team icon indicating this team member is busy and is forwarding all calls.
	Team busy and ring icon.
	Team busy and ring (more) icon.
	Team icon indicating a team member is calling.
	Home screen icon that designates the general phone number for a favorite Contact. See Setting up favorites for more information.
	Home screen icon that designates the home phone number for a favorite Contact. See Setting up favorites for more information.
	Home screen icon that designates the work phone number for a favorite Contact. See Setting up favorites for more information.
	Home screen icon that designates the mobile phone number for a favorite Contact. See Setting up favorites for more information.
	Call Log — all calls.
	Call Log Missed call.
	Call Log Outgoing call.
	Call Log Answered call.
	Contact search.
	Contact — General telephone number.

Icon	Description
	Contact — Home telephone number.
	Contact — Mobile Telephone number.
	Contact — Work telephone number.
	Feature is on.
	Feature is off.
	A paired Bluetooth® device (headset) is on.
	Home screen WML Browser icon.
	Access the Home screen (telephone) Settings menu.
	Access the Home screen Stocks application.
	A targeted stock's price is up. NOTE: Icon to be added when available.
	A targeted stock's price is down. NOTE: Icon to be added when available.
	Access the Home screen Calculator application.
	Access the Home screen Weather application.

Icon	Description
	Weather is clear/fair.
	Weather is partly cloudy.
	Weather is cloudy.
	Weather is a light rain. NOTE: Other weather icons (rain, light snow, snow, ice, thunder storms, windy, severe storms, sunrise, & sunset remain in development and will be added when available.
	See more Home screen icons.
	See previous “page” of Home screen icons.
	Access a home screen WML application (if available).
	Access the Main Menu Clean Screen option.
	Access the Main Menu Guest Login option.
	Access the Main Menu Log out option.
	Access the Main Menu Network info options.
	Access the Options & Settings Screen and Sounds menu.
	Access the Options & Settings Call Settings menu.
	Access the Options & Settings Application Settings menu.
	Access the Options & Settings Advanced Settings menu.

Telephone Stand

Your telephone can be placed in two positions, a lower position and an upright position. You can adjust the display screen to different angles. To move the display screen, gently pull from the top of the display screen towards you. As you pull the screen towards you, you will hear a clicking sound. Each of these clicks is a locking position for the display screen. Gently push on the display screen to adjust the screen to a previous position.

Using the On-screen Keyboard

A keyboard displays to help you add or edit a contact name or number, or personalize labels for your call appearances or features.

Use the diagram that follows to add or change names, telephone numbers, or labels. Remember to touch the “Done” check mark when you finish editing. Use the “Cancel” X to quit editing and return to the previous screen without changing the information you entered on the keyboard.

(Diagram not yet available)

Cleaning the screen

Clean the touch screen periodically to remove fingerprints and other marks using a soft, slightly damp, lint-free cloth. From the Home screen, select Settings, then Touch Screen Cleaning to disable the touch screen so that you can clean it without initiating an action or application. Follow the instructions that display and press any phone button like Contacts or Home when you are done.

 **Warning:**

Use plain water or a cleaner specifically designed for LCD, computer, or touch screens only. Do not use harsh chemicals, window cleaner, abrasives, alcohol, aerosol sprays, ammonia, or solvents to clean the touch screen. Do not get moisture into openings.

Chapter 2: The Home Screen

Use the Home button under the display to access the Home screen. From the Home screen you can adjust and customize options and settings for your telephone, access Web-based applications like stocks and weather, display a calculator, get information about your phone and network settings, access favorite Contacts, and log out. What you see on the Home screen depends on how your administrator has set up your system and on the applications available to you. However, when you press the Home button, the Home screen always displays these standard Avaya features:

- Settings lets you change your call settings, the language in which information displays on the screen, the way your screen looks and sounds, and more.
- Touch Screen Cleaning disables the touch screen and provides instructions for cleaning the screen.
- 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. Log out does not display unless your phone (and any associated button module) is in an idle state.
- Stocks shows a snapshot of the current status of up to six stocks you define.
- Weather provides the current weather conditions in your area and a short-term weather forecast.
- Calculator provides a simple, four-function calculator.

You may also see icons for up to eight favorite numbers for one-touch dialing, if you have defined favorites in the respective Contacts entries. To invoke any application you see on the Home screen, touch the applicable icon.

 **Note:**

The Settings options that appear depend on how your extension was administered. Some options described in this guide may not be available to you.

Options and Settings

The Settings menu contains choices for:

- Call Settings
- Application Settings
- Screen & Sounds

- Advanced Options
- Network Information

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Application Settings includes choices for personalizing button labels, turning call logging on or off, and for including bridged calls in your call log.

Screen & Sounds includes choices for adjusting your phone's brightness, changing the ring pattern, selecting a different display language, showing the quick touch panel, and setting button clicks and tones.

Advanced Options includes choices for backing up and restoring your settings, options and button labels, and setting up a Bluetooth® adapter if one is attached to your phone. You can also set AGC (Automatic Gain Control) for your headset, handset, and/or speaker audio.

Network Information shows summaries of network-related parameters for your phone, often used in troubleshooting with your administrator.

Setting the Go To Phone Screen on calling

Set Go To Phone Screen on Calling to Yes to automatically display the Phone screen when you place a call.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Call Settings.
 4. On the Call Settings menu, touch Phone Screen on Calling to change it from Yes to No or No to Yes.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting the Phone Screen on ringing

Set Go To Phone Screen on Ringing to Yes to automatically display the Phone screen when you get an incoming call.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Call Settings.

4. On the Call Settings menu, touch the Phone Screen on Ringing setting to change it from Yes to No or No to Yes.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Changing the voice dialing setting

1. Press **Home**.
 2. Touch Settings.
 3. Touch Call Settings.
 4. On the Call Settings menu, touch Voice Dialing to change it from On to Off or Off to On.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Changing the voice dialing language

1. Press **Home**.
 2. Touch Settings.
 3. Touch Call Settings.
 4. On the Call Settings menu, touch Voice Dialing Language.
 5. Touch the line with the language you want voice dialing to recognize.
 6. Touch **Yes** to confirm the selected language.
-

Setting redial options

You can set Redial to dial the last number you dialed or to display a list of the last numbers you dialed.

1. Press **Home**.
2. Touch Settings.
3. Touch Call Settings.

4. On the Call Settings menu, touch Redial to change it from List (the last six numbers display when you touch Redial) to One Number (touching Redial dials the last number called) or One Number to List.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Configuring call timers

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Call Settings.
 4. On the Call Settings menu, touch Display Call Timers to change it from On to Off or Off to On.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Configuring visual alerts

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Call Settings.
 4. On the Call Settings menu, touch Visual Alerting to change it from Off to On or On to Off.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Call Settings.
 4. On the Call Settings menu, touch Default Audio Path.
 5. Touch the setting to toggle between the available choices. For example, if the current setting is "Handset" touching that line changes that setting to "Headset." Touching the setting again changes it to "Speaker" and so on.
 6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Setting contact names to display during calls

You can set your phone to show the contact's name rather than the calling party name for an incoming or answered call, a transferred call, or conference call when a calling or called party number matches a number on your Contacts list.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Call Settings.
 4. On the Call Settings menu, touch Pair Contacts to Calls to change it from Yes to No or No to Yes.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Adjusting the display brightness

This setting adjusts either the telephone brightness or that of an attached SBM24 Button Module.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Screen & Sounds.
 4. On the Screen & Sounds menu, touch Brightness.
 5. Touch either Phone Screen or Module, depending on which item's brightness you want to adjust.

6. Touch a button to adjust the brightness.
 7. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Turning button click sounds on and off

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Screen and Sounds.
 4. Touch Button Clicks to change it from On to Off or Off to On.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Turning error tones on or off

Your telephone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Screen and Sounds.
 4. On the Screen and Sounds menu, touch Error Tones to change it from On to Off or Off to On.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Choosing your ring pattern

Two different sets of ring tones are available. The Classic set contains simple synthesized sounds. The Rich set contains richer, more complex sounds. A check mark indicates which ring tone is currently selected.

-
1. Press **Home**.
 2. Touch Settings.

3. Touch Screen and Sounds.
 4. On the Screen and Sounds menu, touch Ring Tone.
 5. If you see a Scroll Bar, scroll to see the full list of ring tone options. To switch between the two sets of ring tones, touch **Classic** or **Rich**. Otherwise skip this step and proceed to Step 6.
 6. Touch the ring tone to which you want to change.
 7. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Changing the display language

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Screen and Sounds.
 4. On the Screen and Sounds menu, touch Language.
 5. If you see the Scroll Control, scroll to see the full list of display language options.
 6. Touch the language to which you want to change.
 7. Touch **Yes** to confirm the selected language.
-

Setting the Quick Touch panel

When the Quick Touch panel is turned on, the Phone screen provides access to more of your features or speed dial buttons at a glance. You can turn Show Quick Touch Panel on or off. Note that displaying the Quick Touch panel limits your call appearances display to three lines at a time.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Screen and Sounds.
 4. On the Screen and Sounds menu, touch the Show Quick Touch Panel setting to change it from Yes to No or No to Yes.
 5. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.
-

Personalizing button labels

You can change the labels that are displayed for your extensions, features, and speed dial buttons. For example, you can change the label for your extension to "My Line."

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Application Settings
 4. On the Application Settings menu, touch Personalize Labels.
 5. Touch either Extensions... or Feature labels..., depending on which type of label you want to personalize.
 6. Touch the label you want to edit.
 7. Use the Edit keyboard to type the new label. For information about using the keyboard, see [Using the On-screen Keyboard](#) on page 14.
 8. Touch the **checkmark** to save the new label or **Cancel** to return to the menu without saving.
 9. You can revert back to the default button labels by pressing **Home**, then touching **Settings > Application Settings > Restore Default Button Labels**.
-













Browser

Your telephone includes a Web browser capability that can be used to present additional applications. The items available through the Web browser vary depending upon how your telephone is administered. Contact your system administrator with any questions.

Access the browser through the Home screen, by pressing Home. If you don't see the Browser option on the Home screen, no Web applications are available for your phone.

About Web Browser Icons & Labels

The icons and labels in the following table indicate navigation choices, application choices, or data entry choices that display while working with Web pages. With the exception of Home, Refresh and Stop, some Web softkey icons and labels may be customized and not included in this table.

Icon	Description
Home or 	Softkey that exits the current Web application or function and displays the Home page.
	Softkey that refreshes the display (re-display the current Web page).
More	Softkey that displays additional softkeys pertaining to the Web page, application, or function being performed.
	Icon indicating that dialpad entries display in mixed case. The first letter of each word is capitalized and subsequent letters appear in lowercase.
	Icon indicating that dialpad entries display in all uppercase letters.
	Icon indicating that dialpad entries display as numbers.
	Scroll to the previous or next page.
	Scroll up or down for other options.
	End of list; scroll up to see choices.
	Beginning of list; scroll down to see choices.
	Click to dial link. Touch this icon to dial the telephone number with which it is associated.
	Web site link. Scroll to this icon and press OK to access the URI/URL it represents.
	Add to the Contacts list. touch this icon to add the telephone number and contact information with which it is associated.

The Home Screen

Chapter 3: Features menu

The Features menu gives you access to Speed Dial buttons and advanced telephony features, such as Directory, Abbreviated Dial, and Call Forwarding. Directory allows you to dial other users on your system by name. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. When set to “on,” EC500 allows calls to your desk phone to also be sent to your cell phone. Forwarding features are also listed in the Forward menu. Your system administrator may also assign frequently-used features to softkeys, to give you quick access. The particular features available to you depend on what your administrator has assigned to your phone.

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, touch the **Features** button at the upper right corner to view the Features menu.

The LED icon next to the feature name indicates if the feature is currently on or off. If the LED to the left of the feature label is green, the feature is on.



Note:

To return to the main Phone screen, touch the **Calls** button at the upper right corner.

Calling a person from the directory

-
1. From the Phone screen, touch **Features** and select Directory.
 2. Use the dialpad keys to spell the last name of the person you want to call. Press each dialpad key one time for each corresponding letter. For example, for “Hill”, press 4, 4, 5, 5.

3. Select **Next** to view the next name alphabetically in the directory, if necessary.
 4. Touch **Make Call** when you see the name you want to dial the call.
-

Configuring simultaneous ringing for multiple telephones (EC500)

The EC500 feature allows you to have incoming calls to your desk phone ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator.

-
1. From the Phone screen, scroll right to access the Features menu.
 2. Touch EC 500.

 **Note:**

When EC500 is on, the top line displays a cell phone icon; see [About Icons](#) on page 9 for an illustration.

Chapter 4: Answering a Call

An incoming call displays as a green line with a ringing bell icon. To answer the call just touch the call appearance line.

 **Note:**

Depending on how your telephone is administered, there may be some differences in the steps this procedure describes.

If you do not have the Go to Phone Screen on Ringing option enabled, incoming calls are sometimes displayed on the top line of the screen. You can touch the line to answer the call or press the **Phone** button to view the Phone screen.

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or
 - touch the ringing call appearance line, or
 - press **Speaker** to answer using the speakerphone, or
 - press **Headset** to answer using the headset.

 **Note:**

To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes (see [Setting the Phone Screen on ringing](#) on page 16).

Chapter 5: Making a Call

If you are not on a call, simply dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time.

-
1. Lift the handset, or press **Speaker** or **Headset** (if applicable) .
 2. Dial the number you want to call. If you have a quick touch softkey for the person you want to call, touch that softkey to dial the associated number.
-

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.

Touch **Emergency**. If you do not see an **Emergency** softkey, pick up the handset or press the **Phone** button, then touch the **Emergency** softkey.

Clearing a number

Touch **Clear** to erase all dialed digits and enter a new number.

Redialing a number

-
1. From the Phone screen, touch **Redial**.

The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial. See [Setting Redial Options](#) for information on redial settings.

2. If you are working with a redial list and don't see the number you want, scroll to it.

 **Note:**

Your system administrator can disable Redial functionality.

3. Touch the number you want to redial.
-

Using voice dialing

You can say a name to search for and call any contact when voice dialing is set to on. You can optionally add a qualifier like "at home" or "mobile" with the name to get to a specific number for the contact. The first two times you use voice dialing, a help screen displays to assist you in using this feature.

-
1. Press **Contacts**.
 2. If Voice dialing is enabled, a **Voice** softkey displays. If no tone is generated or if no check mark appears next to the **Voice** softkey, touch **Voice**.

 **Note:**

To make voice-initiated dialing available each time you access your contacts, see [Changing the voice dialing setting](#). To change the language you want to use for voice dialing commands, see [Changing the voice dialing language](#). When voice dialing is active a green bar displays on the top of the **Voice** softkey. If you don't say a name, after a while voice dialing times out and the green bar disappears. Touch **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.

You can say the name in first name, last name order even if the name is displayed as last name, first name order (and separated by a comma) in your Contacts list. You can add a qualifier, for example, "at home," "at office," "mobile phone," "cell phone," or say one of the contact number types (Home, Work, Mobile) with the name. For example, to reach Sam Jones at his primary number you can simply say "Sam Jones". To reach Sam Jones at home, you might say "Call Sam Jones at home."

**Note:**

If you don't add a qualifier and multiple numbers exist for that contact, the telephone always dials the first number listed.

4. When one or more contacts display:
 - Touch **Call** or the call appearance with the number you want, or scroll to a different number, then touch **Call** or touch that call appearance line.
 - Touch the **Details** button to view the contact details associated with the highlighted entry, or touch a different entry, then touch the associated **Details** button.
 - If none of the matches represent the contact/number you want, touch **Retry** and repeat the voice-initiated dialing command from Step 3.
 - Touch **Cancel** to exit voice dialing and return to the main contacts screen.
-

Calling a person from the Contacts list

You can call someone in your Contacts list by saying their name (see [Using voice dialing](#) on page 30) or by touching the name in the list. You can find a name by scrolling to it, or by using the searchbox. Use the dialpad keys to enter the first few letters of the name and the screen will scroll to the first match in your list. When you find the person, touch that line to dial that contact's primary number. If you have entered additional numbers for that contact, touch the **Details** button to see them, then touch the number you want to dial.

1. Press the **Contacts** button.
 2. Locate the contact you want by starting to type the person's name as it is listed. For example, if you added John Smith to your Contacts List as "Smith, John" you would start typing his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
 3. To call the contact's primary number, touch the line on which the contact name appears.
 4. To call a non-primary number, touch the **Details** button to move to the detail information for the contact, then touch the desired number.
-

Calling a person from the call log

-
1. Press the **Call Log** button.
 2. Touch the appropriate Call Log icon at the top right of the screen to view All Calls, Missed Calls, Answered Calls, or Outgoing Calls. For icon descriptions see [About Icons](#) on page 9.
 3. If you don't see the name of the person you want, scroll down until the name displays.
 4. When you see the name of the person you want to call, touch it to dial the corresponding number.
-

Chapter 6: Standard Call-Related Features

The 9670G offers standard call-related features like muting a call, transferring a call, forwarding calls, and conferencing.

Depending on the action you want, either press the appropriate button on the face of the phone or touch the appropriate softkey while on the call.

Muting a Call

-
1. Touch **Mute** during a call so that the other person cannot hear you.
 2. Touch **Mute** again to unmute the call.
-

Putting a Call on Hold

-
1. If you are not active on the line you want to put on hold, touch that line.
 2. Touch **Hold**.



A hold timer may display when you put a call on hold. For more information, see [Configuring call timers](#) on page 18 .

3. Touch **Resume** or the call appearance of the held call to retrieve the call.
-

Transferring a Call

-
1. From the Phone screen, with the call you want to transfer active, touch **Transfer**.
 2. Dial the number to which you want to transfer the call.
 3. Touch **Complete** to transfer the call.
-

Forwarding Calls

You can forward your incoming calls to another number or to voicemail. If call forwarding is turned on, a Forwarding icon appears on the top line of your display screen and the Forward button is illuminated. Alternately, you may have your forwarding feature(s) available on a Quick Touch panel, if your administrator has set up this capability. You can choose from a number of forwarding features, including Send All Calls and Call Forward. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available to you, contact your system administrator.

Send all Calls

When Send All Calls (SAC) is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a SendAll softkey appears on the Phone screen for idle calls. Touching the SendAll softkey turns Send All Calls on, illuminates the top of that softkey. If this feature is already on, touching the SendAll softkey turns the feature off and the illumination no longer appears. You can also turn Send All Calls on or off by using the telephone Features list.

Touch **Send All** or touch **Forward** to access the main Forwarding menu, then touch Send All Calls to turn Send All Calls on or off.

Forwarding calls

Several forwarding features may be available so you can set a number to which your calls will be forwarded, or turn off call forwarding if it is already on. If available, your call forwarding features are listed on a Forwarding features menu.

-
1. Touch **Forward** to access the main Forwarding menu.
 2. Touch the forwarding feature you want to activate or deactivate.
When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.
 3. Enter the number to which you want to forward your calls.
After you enter the forwarding number, you hear a confirmation tone.
-

Conference Calls

You can use conference calls to speak with up to five people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Setting up a conference call

-
1. From the Phone screen, touch **Conference**.
 2. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
 3. When the person answers, touch **Join** to add the person to the existing call.
 4. Touch **Add**. Repeat these steps to add another person to the conference call.
 5. To see a list of the conference participants, touch the **Details** button on the Conference Call line. You can then either:
 - Touch a participant name and touch **Silence** to mute the person.
 - Touch a participant name and touch **Drop** to drop this person from the conference call.
 - Touch **Refresh** to refresh the conference details.
 - Touch **Back** to exit the conference details screen and return to the Phone screen.
-

Chapter 7: Bridged Calls

Your phone may show one or more bridged lines on the display screen in addition to your own lines. A bridged line typically belongs to someone else, but bridging allows you to see if that line is in use, answer calls on that line, or join a call in progress on that line from your telephone. You can also make outgoing calls on a bridged line when it is not in use.

Answering a call on a bridged line

Answering a call on a bridged line is basically the same as a call on a primary line.

Touch the bridged call that you want to answer.

The ringing line will typically be selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).

Joining a call on a bridged line

You can join an existing call on a bridged line.

Touch the call appearance of the bridged call in progress that you want to join.

Making an outgoing call on a bridged line

When you make a call on a bridged line, you are using another person's line. The caller ID may show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

Bridged Calls

-
1. Touch the bridged line you want to use.
 2. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
-

Chapter 8: Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can use voice dialing to speak the contact name; see [Using voice dialing](#) on page 30 for information. You can also import or export a Contact list using a USB device; see [Using USB Flash Drives with your phone](#) on page 43 for information.

 **Note:**

If you press the **Contacts** button and nothing happens, your system administrator has disabled the button.

Searching for a contact

You can search for any name by typing a full name or you can type just a few letters of the name and let the telephone display matching entries. For example, if you press 3, the Contacts list might display entries starting with 3, D, E or F depending on how you set up your contacts. With each successive key you press, the Contacts list “drills down” to display more matches.

1. Press **Contacts**.
2. With the phone on-hook, use the dialpad to start typing the name for which you want to search.

 **Note:**

Keep in mind how your Contact list is set up. If you set up your contacts as “Last Name, First Name” start typing the letters of the last name. If you have set up your Contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find..

3. When you see the contact you want:
 - Touch the contact's phone number to dial the person, or
 - Touch the **Details** button next to the contact's phone number to select a different phone number for or see detail information about this contact.
-

Viewing Contacts details

1. Press **Contacts**.
2. Find the contact you want to view. If necessary, scroll to it or use the searchbox.
3. If you have entered more than one number for a contact, touch the **Details** button on the Contact line to see all the phone numbers for this person.



Selecting Details is the only way to view or dial a second or third number for a contact.

4. Take one of the following actions:
 - Touch a number to dial it.
 - Touch **Edit** to change the detail information on this person.
 - Touch **Delete** to remove this person from your Contacts list.
 - Touch **Back** to return to the Contacts list.

Adding a new contact

You can add up to three numbers for a contact.

1. Press **Contacts**.
2. Touch **New Contact**.
3. Enter the name using the keyboard. See [Using the On-screen Keyboard](#) on page 14 for more information.
4. Touch the **check mark** to move to the number entry screen.
5. Enter the primary telephone number using the keyboard. The primary number is the first number entered and the one that will always display on the Contacts list without having to go into contact details.
6. Touch the **check mark** to indicate you are finished entering the name and primary telephone number.
The telephone displays your entries in a business card format.
7. Take one of the following actions:

- To change the name, touch that line and edit the entry following Step 3.
 - To change the number, touch that line and edit the entry.
 - Touch a blank line to add another number using the on-screen keyboard, then touch the applicable icon representing the type of number (mobile, work, or home). Repeat this step if you want to add a third number for the new contact.
 - Touch **Back** to return to the Contacts list without saving the new contact information.
 - Touch **Primary** to change the primary number. See [Changing the Primary Contact Number](#) on page 42 for more information.
8. Touch **Save**.
-

Editing a contact

1. Press **Contacts**.
 2. Search for the contact you want to edit.
 3. Touch the **Details** button to the right of the contact to display detail information.
 4. Touch **Edit**.
 5. Take one of the following actions:
 - Touch **Primary** to change the primary number. See [Changing the Primary Contact Number](#) on page 42 for more information.
 - Touch the Name or number you want to edit.
 - Touch a blank line to add a number.
 - Touch **Back** to return to the Contacts list.
 6. Use the onscreen keyboard to make changes to the contact information. See [Using the On-screen Keyboard](#) on page 14 for more information.
 7. Touch **Done**.
 8. To change other contact information, repeat Steps 5 through 7.
 9. When you finish changing contact information, touch **Save**.
-

Changing the Primary Contact Number

The primary contact number is the first number you enter when adding a contact and is the number that is automatically dialed when you call a contact from the Contacts list.

-
1. Press **Contacts**.
 2. Search for the contact whose primary number you want to change.
 3. Touch the **Details** button for the contact to display detail information.
 4. Touch **Edit**.
 5. Touch **Primary**.
 6. Touch the number you want to become the new primary number.
 7. Touch **Save**.
-

Deleting a contact

-
1. Press **Contacts**.
 2. Touch the **Details** button on the contact you want to delete.
 3. Touch **Delete**.
 4. Touch **Delete** again to confirm or **Cancel** to cancel the deletion and return to the Contact list.
-

Chapter 9: Using USB Flash Drives with your phone

If 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.

Avaya offers a PC application called Avaya one-X™ Deskphone USB Companion to help set up your USB device/phone options. Your administrator has certain setup responsibilities and can then help you determine which options are available to you and how to use the tool to set them up.

After setup, inserting the flash drive into the telephone's USB jack produces either a list of USB actions/options or a display message notifying you that you cannot proceed because your device is not supported or the device exceeds the telephone's available power. Whether power is provided to the phone's USB interface depends on how the phone is powered and administration settings. Only FAT or FAT32 file systems are currently supported; USB drives with NTFS file systems are not supported. Multiple LUNS are not supported.

 **Note:**

If your administrator has made a special application available that allows you to log in to your phone via a USB device, and you log in that way, the only Contacts you can see are those on the USB device itself. Also, when you use the USB login, the Log Out menu option is not available to you; the only way you can log your phone out is by removing the USB device.

Adding contacts from an external file to your contacts list

Use a USB flash drive to add contacts from an external file to your contacts list. Keep in mind that your contacts list cannot have more than 250 incoming entries. Contact files merged or written to the phone's contacts list must be in a specific format. One way to ensure that the file is in the proper format is to export your telephone's Contacts list to your USB device, which automatically creates a properly formatted file. Avaya also provides a spreadsheet tool that uses macros to convert your Outlook contacts into the Contacts format the telephone uses. For information on this tool, search for "Avaya one-X USB Companion" on the Avaya support site at <http://www.avaya.com/support>.

 **Note:**

If your administrator has made a special application available that allows you to log in to your phone via a USB device, and you log in that way, the only Contacts you can see are those on the USB device itself. Also, when you use the USB login, the Log Out menu option is not available to you; the only way you can log your phone out is by removing the USB device.

1. Plug the USB device into the jack near the top left edge of your phone.
2. Touch **Select** to select Merge file and phone contacts.
The Merge option is shown only when both the USB file and the phone have contacts.
3. The merge occurs automatically. When complete, review the statistics displayed, which show the number of entries, duplicates, and any errors.
4. Touch **Save** to write the merged Contacts list back to the USB device and return to the list of contacts/USB actions or touch **Exit** to return to the list of contacts/USB actions without writing the merged file to the USB device.

 **Note:**

Attempts to merge more than the 250 entries allowed produces a List Full screen which lets you either save the partial list (the first 250 entries) or cancel the merge without writing the external file's contents to the telephone.

Replacing your contacts list with an external file

Use a USB flash drive to replace your entire contacts list with the contacts from an external file. Incoming contacts must have a name and at least one and no more than three telephone numbers with associated types. If not provided, the type of number will default to the general type. Your system administrator can provide detailed format information about external data source files.

1. Plug the USB flash drive into the jack near the top left edge of your phone.
 2. Scroll down to and touch Replace phone contacts with file.
 3. Review the statistics displayed, which show the number of valid and invalid entries, and if applicable, how many entries exceed the 250 contact phone maximum.
 4. Touch **Save** to overwrite and replace your contacts list with the file on your USB device or **Cancel** to cancel the replacement and retain your current contact list.
-

Copying your contacts list to a USB flash drive

You can copy your entire contact list from your phone to a USB flash drive for safekeeping or to use in an external software program. If the USB flash drive already contains a contact file, you must first confirm that you want to replace that file.

-
1. Plug the USB flash drive into the jack near the top left edge of your phone.
 2. Scroll down to and touch Write file with phone contacts.
 3. If your USB device currently has a contacts file on it, touch **Save** to confirm that you want to overwrite that file with the telephone's contact list.
-

Temporarily using a USB contacts list

You can temporarily use a contacts file on a USB flash drive rather than your phone's contact list as long as the USB flash drive remains attached to the phone. For example, copy your contacts list to your USB flash drive and take the device with you while traveling. If you have access to a guest phone with the latest telephone software at another site, you can attach the USB flash drive and use your contacts list.

-
1. Plug the USB flash drive with the contacts file you want to use into the jack near the top left edge of your phone.
 2. Scroll down to and touch Use contacts file while present.
 3. Touch **OK** to access the contacts list on your USB flash drive.
Any changes or updates you make to your contacts list while the USB device is connected affect only the temporary file on the USB device, and not your "regular" telephone contacts list.
-

Chapter 10: Call Log

You can use the Call Log to view lists of your outgoing, answered, or missed calls. When you have one or more missed calls, the Call Log button lights and the Missed Calls icon and the number of missed calls display on the top line. To call a person listed on your Call Log, see [Calling a person from the call log](#).

Viewing the call log

-
1. Press **Call Log**.
You can go to the top of the list by pressing **Call Log** again.
 2. If you want to see a different list, touch the applicable icon at the upper right representing answered, outgoing, or missed calls.
 3. Scroll up or down to view the entries on the list.
-

Viewing call log details

-
1. Press **Call Log**.
 2. If you want to see a different list, touch the icon at the upper right representing the list you want to view.
 3. If you don't see the call whose details you want to review, use the scroll bar to find it.
 4. Touch the right arrow on the call for which you want to see detail information.
 5. Touch **Back** to return to the list view, or touch **Delete** to remove this call from the log, or touch **+Contact** to add this person and phone number to your Contacts list.
-

Adding an entry from the call log to your Contacts list

-
1. Press **Call Log**.
 2. Touch the **Details** button of the number you want to add to your Contacts list.
 3. Touch **+Contact**.
 4. Edit the name and telephone number, if necessary.
 - 5.
-

Removing an entry from the call log

-
1. Press **Call Log**.
 2. If you don't see the entry you want to delete, use the scroll bar to find it.
 3. Touch the **Details** button for the entry you want to delete to see detail information about the call.
 4. Touch **Delete**.
 5. Touch **Delete** again to confirm, or touch **Cancel** if you do not want to delete this entry.
-

Clearing all entries from the call log

Clearing all entries from a call log might or might not delete all of the entries in every log. For example, if you are viewing the **Outgoing Calls** list, only outgoing calls are deleted from the call log. However, if you are viewing the **All Calls** list, touching **Clear All** deletes all calls from the call log.

-
1. Press **Call Log**.
 2. If you do not want to delete all calls, touch the icon at the upper right representing the list you want to clear.
 3. Touch **Clear All** to delete all of the entries in the list you are viewing.
-

Turning off call logging

You can turn call logging on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call log.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Application Settings.
 4. Touch Call Log to change the setting to or from On or Off.
To turn logging of bridged lines from Yes to No, touch Log Bridged Calls.
 5. Touch **Save** to save the new setting or **Back** to return to the Application Settings menu.
-

Chapter 11: Getting Your Messages

Press the **Message** button to connect directly to your voicemail system. The lighted Message button and a red light on the upper right-hand corner of your telephone indicate when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Logging into your voicemail

-
1. To log in to your voicemail, press the **Message** button.
 2. Follow the voice prompts from your voicemail system.
-

Chapter 12: About Logging In to and Out of Your Telephone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users. Log out to prevent unauthorized use of your telephone during an absence.

 **Note:**

Call log information is lost after you log out your extension.

 **Note:**

When you use the USB Login, the only Contacts you will be able to see are the Contacts on the USB device. See [Using USB Flash Drives with your phone](#) on page 43 for more information.

Logging in to your telephone extension

Log in from the initial screen when it prompts you for your extension.

-
1. Enter your extension.
 2. Enter your password.
 3. Press **Enter** .
-

Logging out of your telephone extension

-
1. Press **Home** .
 2. Touch Log Out.
 3. Touch **Log Out** to confirm.
-

Logging in as a guest user

Log in to another 9670 phone as a guest to retain the features and functionality of your own phone. For example, if you are temporarily using a visitor's office telephone but want to have your Contacts list available. The telephone must be on-hook to select this feature.

-
1. Press **Avaya Menu**.
 2. Select Guest Login.
 3. Touch **Enter**.
 4. Enter your password.
 5. Press **Enter**.
 6. Touch the left or right arrow to select the expected amount of time you will use this phone. You can log out as a guest at any time despite the duration you select.
 7. Press **Enter**.
-

Chapter 13: Avaya Home Screen Applications

Avaya provides three useful applications with your phone. The Stocks application allows you to track up to six stocks via an internet service, and obtain updates anywhere from 5 to 120 minutes, depending on the time your administrator has specified. The Weather application provides forecast information via an internet service for a location you specify. The Calculator application lets you perform calculations using the touch screen.

 **Note:**

If you press the **Home** button and don't see Stocks or Weather, your administrator has not made these applications available to you.

Related topics:

[Adding stock symbols](#) on page 55

[Viewing stock details](#) on page 56

[Using the Weather application](#) on page 56

[Using the Calculator](#) on page 57

Adding stock symbols

You can set up as many as six stocks to track. Once you set up the symbols for your selected stocks, the Stocks application will display the associated current price, the current day's change in price, and whether the current stock price is up or down whenever you access the Stocks application. You can also see detailed information about a selected stock, which includes the full company name, the last trade value, net change for the day, the day's low and high, and the number of shares traded that day; see [Viewing stock details](#) for more information. Stock information is usually updated every 30 minutes, but your administrator can set updates to occur every 5 to every 120 minutes. You can also use the Stock display screen's Refresh softkey to get an update at any time.

 **Note:**

If you press the **Home** button and don't see a Stocks option, your administrator has not made this application available to you.

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1. Press **Home**.
 2. Touch Stocks.

3. Take one of the following actions:
 - If this is not the first time you are accessing the Stocks application, proceed to Step 4.
 - If this is the first time you are accessing the Stocks application, touch **Add**, enter a Stock Symbol and save it using the **check mark** on the on-screen keyboard. Your entry can be up to 20 characters in length, and can contain any of the following characters: uppercase letters A-Z, numbers 0–9, ^ (caret), — (dash), _ (underscore), or . (dot). For information about using the keyboard, see [Using the On-screen Keyboard](#) on page 14.
 4. When the Stock screen displays, you can:
 - Touch **Add** to add another stock symbol, use the on-screen keyboard to enter the information and save it using the check mark, or
 - Touch the **Details** button next to a stock to view details about or delete that stock, or
 - Touch **Refresh** to update the information for all your stocks, or
 - Touch **Back** to return to the Home screen.
-

Viewing stock details

1. Press **Home**.
 2. Touch Stocks.
 3. Touch the **Details** button for the stock entry you want to look at.
 4. Take one of the following actions:
 - Touch **Refresh** to update the stock price and related data.
 - Touch **Delete** to remove this stock entry.
 - Touch **Back** to return to the Home screen.
-

Using the Weather application

To activate the Weather application, you must input the city or postal code for which you want weather reports and indicate whether you want Fahrenheit or Centigrade temperatures displayed. Once you set up the location and measurement, the Weather application will display

the associated current temperature, wind speed and humidity (if the temperature is 50 degrees Fahrenheit or 10 degrees Centigrade or more) or wind chill (if the temperature is less than 50 degrees Fahrenheit or 10 degrees Centigrade). Icons indicate current weather conditions and sunset/sundown times; see [About Icons](#) on page 9 for descriptions. Forecasts are shown for the current day and the next day, as is the last time weather information was updated. Weather information is updated according to the update schedule of the internet service providing the information, whenever you touch the Refresh softkey, or change the location.

 **Note:**

If you press the **Home** button and don't see a Weather option, your administrator has not made this application available to you.

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1. Press **Home**.
 2. Touch Weather.
 3. Take one of the following actions:
 - If this is not the first time you are accessing the Weather application, proceed to Step 4.
 - If this is the first time you are accessing the Weather application, enter a location or postal code of up to 60 characters in length. A unit selection default of Metric displays; touch it to change (toggle) the setting to English. Save the entry using the **check mark** on the on-screen keyboard. For information about using the keyboard, see [Using the On-screen Keyboard](#) on page 14.

 **Note:**

If you enter just a few characters for a location, a screen displays a list of up to ten potential matches. Touch a location on the list to select it as your location or touch **Back** to return to the location entry screen without making a selection.

4. When the Weather information for the location you entered displays, you can:
 - Touch **Location** to change the city or postal code, use the on-screen keyboard to enter the information, and save it using the check mark, or
 - Touch **Refresh** to view updated weather information, or
 - Touch **Back** to return to the Home screen.
-

Using the Calculator

The Calculator application works like most PC calculators. A special calculator keyboard lets you enter up to nine digits plus a decimal point and a minus sign. An overflow message displays and an error beep sounds when more than nine digits are entered. Math equations consider

two values — x and y. The first value you enter is “x” and the next value is considered as “y” unless the next value is an equal sign; any value entered following an equal sign is taken to be a new “x” value and so on. Results display following the entry of operations like +, —, x, or a division symbol. For information about using the keyboard see [Using the On-screen Keyboard](#) on page 14.

 **Note:**

If you press the **Home** button and don't see a Calculator option, your administrator has not made this application available to you.

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1. Press **Home**.
 2. Touch Calculator.
 3. Use the onscreen calculator keyboard to enter your equation.
 4. Touch **Exit** to return to the Home screen.
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Chapter 14: Setting up a Bluetooth® headset

Your 9670 IP Telephone contains a built-in adapter that supports connection of an Avaya branded Bluetooth headset or a non-Avaya headset that complies with the Bluetooth Headset Profile. Bluetooth® wireless technology simplifies your work environment and expands the range of your 9670 IP Telephone. You now have a wireless headset that allows you to move around while engaged in a call.

Before you can use your wireless headset, it must be “paired” with your phone, so that your phone recognizes your headset when in use. Your headset package may include instructions for pairing the headset with the telephone, but this guide provides phone-specific pairing information. If you have problems with your headset or with your telephone while your wireless headset is operating, contact your telephone administrator for assistance.

Related topics:

[Setting up a Bluetooth® headset](#) on page 59

[Pairing a Bluetooth® headset with your phone](#) on page 60

[Operating a Bluetooth® headset](#) on page 61

Setting up a Bluetooth® headset

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Related topics:

[Setting up a Bluetooth® headset](#) on page 59

[Pairing a Bluetooth® headset with your phone](#) on page 60

[Operating a Bluetooth® headset](#) on page 61

Pairing a Bluetooth® headset with your phone

Before you can use your wireless headset it must be paired with your phone so that they recognize each other. If you get a new headset, you must repeat the pairing process. The 9670 supports only one wireless headset at a time.

 **Note:**

Be sure the headset is connected to the Bluetooth adapter on the underside of the phone before you begin. Also, if your Bluetooth headset is not an Avaya brand, read the manufacturer's pairing instructions before proceeding.

-
1. Press **Home**.
 2. Touch Settings.
 3. Touch Bluetooth Setup.
 4. Take one of the following actions:
 - If this is not the first time you are pairing a headset, proceed to Step 5.
 - If this is the first time you are pairing a headset, touch **Add**. If the correct device type is not highlighted, touch the other device type to select it, then touch **Next**. Follow the instructions on the screen and touch **Start** to begin the pairing process. Proceed to Step 6.

 **Note:**

When pairing starts, a confirmation tone sounds. The Call Control LED and Bluetooth® icon flash to indicate pairing is in progress, and continue flashing until pairing finishes.

5. If this is not the first time you are pairing a headset, you can reactivate it or pair another supported Bluetooth headset; the current device the phone recognizes is listed first with a check mark on a list of available devices. Touch the appropriate device (headset) to select it from the list, then touch **Activate**. Alternately, you can touch **Add** to add another device to the list and pair it with the phone as described in the previous step.
 6. Every headset has a stored Passkey, but if yours is not processed, you may be asked to enter one using the dialpad. Avaya products use 0000 as the Passkey; for non-Avaya headsets, consult your manufacturer's documentation. Passkey entry can be up to 16 digits, but most devices use four digits. When complete, touch **Enter**.
 7. When the confirmation tone sounds, press **Finish**. When pairing completes, the top line of the telephone display shows a Bluetooth® logo icon to indicate the wireless headset is active.
-

Operating a Bluetooth® headset

The operation information provided here is generic and may not apply to all wireless headsets, particularly those that are not Avaya branded. You should consult the information your headset manufacturer provides for specific information.

 **Note:**

Be sure your Bluetooth headset's battery is charged according to manufacturer instructions.

Basic headset operation is as follows:

- Press and hold the **Power** button for at least three seconds to turn the headset on or off.
 - The Bluetooth icon on the headset flashes blue when the headset is on.
 - If the battery is low, the Bluetooth icon flashes red. Recharge the battery per the manufacturer's instructions
 - To answer or end a call, press the **Call Control** button for less than one second.
 - To place a call, press and hold the **Call Control** button for two seconds until you hear a second tone, then dial.
 - If you are using the telephone handset, transfer the call to your headset by briefly pressing the **Call Control** button. To transfer a call from your headset back to the handset, press and hold the **Call Control** button until you hear two tones in succession. The second tone indicates the transfer has been completed.
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Setting up a Bluetooth® headset

Index

A

Applications	
Contacts	39
Stocks	55
Weather	56
Web	55
ApplicationsCalculator	57
Audio path	
on-hook	18
Avaya Web Applications	
about	55

B

Bluetooth	
about	59
Bluetooth headset	
operating	61
Bridged Calls	
about	37
answering	37
joining	37
Browser	
about	22
icons and softkeys	22
Button Click Sounds	
configuring	20
Button Labels	
personalizing	22

C

Calculator	57
Call Log	
about	47
calling a person	32
clearing entries	48
removing an entry	48
turning off	49
viewing	47
viewing details	47
Call Settings	
changing voice dialing language	17
changing voice dialing setting	17
Call Timers	
configuring	18
Call-Related Features	
about	33

Calling a person	
from the call log	32
from the Contacts list	31
Calling a Person	
from the directory	25
Calling, using voice dialing	30
Cleaning the screen	14
Clearing a number	29
Conference Calls	
about	35
setting up	35
Contacts	19, 30, 39–45, 48
using temporary USB files	45
about	39
adding a new	40
adding from the call log	48
copying to USB flash drive	45
deleting	42
editing	41
editing primary number	42
importing/exporting via USB flash drives	43
merging USB files with	43
name display during calls	19
searching	30, 39
selecting	40
Contacts List	
calling a person	31
Copying contacts list to USB file	45
Coverage	34

D

Directory	
calling a person	25
Display	
adjusting brightness	19

E

Emergency call	29
Error Tones	
turning off	20

F

Features	
about	25
accessing	25
Flash drives	43

Index

Forwarding	
a call	34
Forwarding Calls	
about	34

G

Guest login	54
-------------------	--------------------

H

Home screen	
about	15

I

Icons	
Web browser	22
Icons in telephone display	
about	9
Incoming calls	
directing to multiple telephones	26
Incoming Calls	
answering	27
forwarding	34
sending to coverage	34
transferring	34

K

Keyboard	
using	14

L

Language	
changing display	21
changing voice dialing	17
legal notices	2
Logging in as a guest	54
Logging in to your telephone	53
Logging in to your telephone extension	53
Logging out of your telephone extension	53

M

Memory sticks	43
messages	
getting	51
Muting Calls	33

N

Navigation Arrows	
page control	8 , 33

right	8 , 33
up & down	8 , 33

O

On-screen keyboard	
about	14
Options & Settings	15–18 , 20 , 21 , 49
about	15
call logging	49
changing language	21
choosing ring pattern	20
configuring visual alerts	18 , 21
go to phone screen on ringing	16
redial settings	17
Outgoing calls	
making a call	29
Outgoing Calls	
making a call on a bridged line	37
redialing a number	29

P

Pairing	60
Phone Settings	
about	15
Primary Number	
changing	42

Q

Quick Touch panel	
configuring	21

R

Redial	29
Redial Options	
setting	17
Replacing contacts list with an external file	44
Ring Pattern	
choosing	20

S

Screen	
cleaning	14
Scrolling and Navigation	
about	8
SENDALL	34
Stocks	
adding symbols	55
selecting	56

