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Avaya one-X® 95xx/96xx Series Telephone

The phone supports 24 programmable call appearance/feature buttons. The labels for these are displayed in the main display, and can be controlled by the adjacent buttons.

Making a Call

1. If you are not already on a call, just dial the number, speaker will automatically activate and the first available call appearance button is used for the call. Alternatively, press a specific appearance button in order to make a call using that button.
2. For outside calls, dial "9" or given access code to reach an outside line from any of the call appearances buttons.
3. You can now begin your conversation.

Using the Intercom

1. To call an extension directly over the speakerphone, press **Intercom** (located on the 2nd page of options) then enter in the extension number and press the **Call** soft key.
   Note: If person you attempt to call is in a "busy" state the phone will ring to you then cover to voicemail if not answered.

Answering a Call

1. When you receive a call, a ring tone and a "**slow flashing green lamp**" on an appearance button indicates an alerting call.
2. If you are active on a call, place the active call on hold by pressing the **Hold** soft key and press the appropriate call appearance.
3. To retrieve a call placed on hold, press the call appearance button with the **"fast flashing green lamp"**.
   Note: calls placed on hold can only be picked up on that extension.
4. To send an incoming call immediately to voice mail, press the **Drop** or **To VM** soft key. To quiet an incoming call, press the **Ignore** soft key and this will stop the phone from ringing.

Parking a Call

1. Answer or place a call via the call appearance buttons.
2. Press one of the unlit "**Park**" buttons (e.g. "**Park 1**", "**Park 2**" or **"Park 3"**).

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Answering a Parked Call

1. Press the appropriate "**Park**" button (e.g. "**Park 1**", "**Park 2**") with the **"slow flashing red lamp",** then press the **connect** soft key.
   You will now have control of the call.

Transferring a Call

1. Answer call by either lifting handset or pressing your speaker button.
2. Press the **Transfer** soft key.
3. Dial the extension number you want to transfer to.
4. Now you can do 1 of the following:
   a. To announce caller: Wait for answer, announce the call, press "**Complete**" or hang up.
   b. To send call through without announcement: Press "**Complete**" or hang up.
   c. If the transfer destination does not answer or after answering the call does not want to accept the call, press the Cancel soft key.
5. If you need to "**Transfer**" a call to an outside source, press the "**transfer**" soft key, dial 9 or _____ and the phone number, when the called person answers, press the "**Complete**" button again and hang up.

Transferring a Call to Voicemail

1. Answer call.
2. Press "**Transfer**" soft key.
3. Press #.
4. Dial the extension you want to transfer the call to.
5. Press "**Complete**" or hang up.

Forwarding Your Phone

1. With the directional keys scroll to the **"Forward"** feature button.
2. Press the "**Forward**" feature button.
3. Enter or change the number the phone will be forwarded to, then press the "**save**" soft key at the bottom of the screen.
4. **Note**: Calls are now forwarded starting that moment; the "**Forward**" feature button will have a "**solid green light**", indicating that call is forwarded.
   A second indication you will notice is when you pick up your handset or speakerphone, your phone will give you a stuttered dial tone reminding you that your calls are not ringing at your desk.
5. **Note**: If the calls are external, ensure that you preceded the number with a "9" or ___ (e.g. 94109361212).
6. The phone will retain the number of your last forwarded number, to erase press the **clear** soft key and enter new number.

   Note: This feature cannot be activated at your phone if using account codes.

Twinning

1. With the navigation wheel locate the **"Twinning"** option located on the 2nd page.
2. To activate: press **"Twinning",** enter phone number beginning with outside access code.
3. Select to change to **"on"** status and press save.
4. To de-activate: from the main page, press the **"status"** button and select off.

   Note: This feature cannot be activated at your phone if using account codes.

Ad-Hoc Conference Calls

1. Answer or place first call.
2. Press the "**Conf**" soft key which appears in the display of your phone.
3. Make second call using the next available call appearance button.
4. When connected to your second call, press the "**Conf**" soft key again….all parties will now be connected in a conference call.
5. Repeat steps 2-4 to add additional parties to the conference call.

6. For details of the conference call press the **Details** soft key.
   · To scroll through the list of callers in the conference, use the **Up** and **Down** arrow keys.
   · To drop a caller from the conference, highlight them and press **Drop**.
   · To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
   · To return to the call display, press the **Back** soft key.

Conference Bridge (If Available)

Standard Conference Bridge:
   Internally
   1. Dial one of the nine codes: which are **#01-#09**. You are now in the selected conference bridge
   External or Participants
   1. Call the conference bridge number _____and enter the conference bridge number and pin when prompted.

Personal Conference Bridge:
   Internally
   1. Dial ***#** and your **extension number**. You are now in your conference bridge.
   Externally
   1. You must use your twinned device and dial _____.
   2. Once dial tone is presented by the phone system, dial ***#** and your **extension number** to enter the bridge.
   For participants
   1. Call the conference bridge number _____and enter the conference bridge number and pin when prompted.
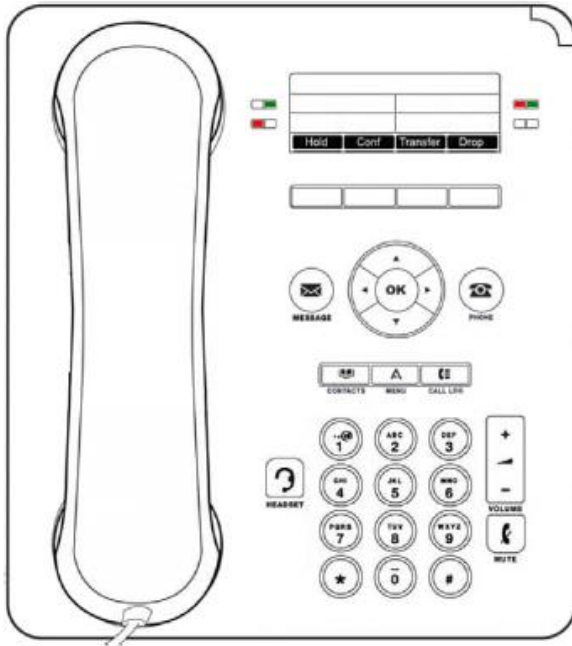
Contacts

1. To access the contacts list, press the **Contacts** key. Using the **Right** and **Left** arrow key you can scroll through the available contact lists (All, Personal, External, Users, Groups)
2. To search through a list, either type in a name or scroll through the list using the **Up** and **Down** arrow keys.
   a. To call contact, Press **Call** soft key
   b. To get contact details, Press **Details** soft key
3. To add a contact to your Personal list
   a. Press **Left** or **Right** arrow key to scroll to **Personal** or **All** list
   b. Press **New** soft key
   c. Enter Name as you would like it displayed (entries will be list in alphabetical order as entered)
   d. Press **Down** arrow key to highlight **Number** field, enter number then press **Save** soft key (ensure you add 9 for any outside numbers being called).
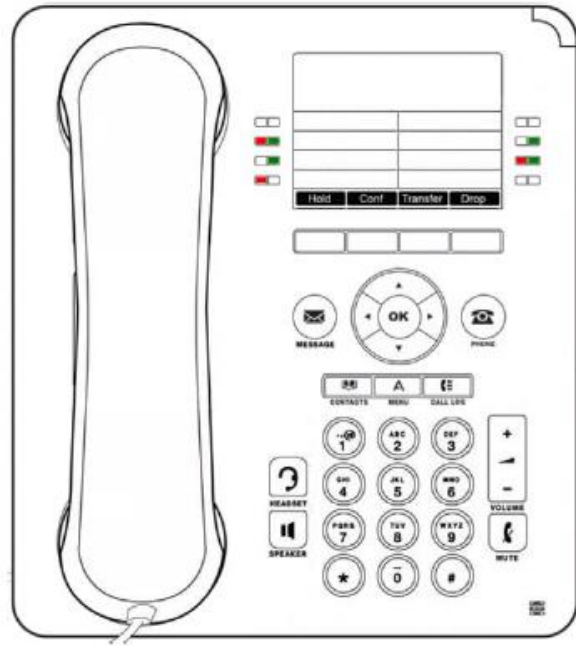
History

The **"History"** button is the phone's call log for the following: **Missed, Outgoing, and Incoming** calls to the phone.

1. To use: In any of the categories, find the number to call back, highlight, and press the call button.
2. Any numbers displayed in the **History** logs can also be added to your personal contacts by pressing the **+Contact** button.
3. When the **History** button is highlighted, there is new missed call(s), when pressed it will show theses new missed calls.

Notes

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Key	Description
⬜	**Soft Keys** - The keys below the display have variable functions. When the key is active, its function is indicated by the text label above it.
✉	**Message** - This key is used to access your voicemail system. By default this uses a series of menus on your phone's display.
◄▲►▼	**Navigation Keys** - Press the ▲ up and down ▼ arrow keys to scroll through lists. In some menus, you can also use the ◄ left and right ► arrow keys to enter and exit different levels of the menu. A menu option that accesses a sub-menu is indicated by the ... dots (ellipsis) icon after its name.
OK	**OK** - The **OK** key normally matches the function offered by the left hand soft key below the screen.
☎	**PHONE** - This key is used to exit any menu you are in and return to the appearance buttons menu. During a call it can also be used to toggle the options displayed on the appearance menu.
A	**MENU /HOME** - This key is used to access a menu for phone settings and information.
📖	**CONTACTS** 44 - This key is used to display the various directories (personal and shared) of names and telephone numbers to which you have access.
☰	**CALL LOG** 50 / **HISTORY** 53 - This key displays a record of you most recent answered, missed and outgoing calls. The button is illuminated when you have new missed calls.
➖	**VOLUME** 108 - Press + plus or − minus on the **Volume** key to adjust the volume of the incoming call. Separate volumes can be adjusted for the ringer, handset, headset and speaker.
☊	**HEADSET** 40 - This key is used to answer and end calls using a headset connected to the phones headset socket. The button is lit when you are connected to a call using the headset.
✆	**MUTE** 20 - This key can be used to mute your speech to the currently connected call. The button is lit while mute is active.
◄◄	**SPEAKER** 41 - This key is used to answer and end calls using the phone's handsfree speaker and microphone. The button is lit when you are connected to a call handsfree.
☑	**FORWARD** 68 - Provides direct access to the forwarding 68 menu options.
⚪ or 🟥🟩	These keys have two roles: • **Appearance Keys** - These button represent calls that you can make or receive. • **Feature Buttons** 86 - Those key not configured as appearance keys can be used for other functions.

• The **CONFERENCE, DROP, HOLD, REDIAL** and **TRANSFER** keys found on other Avaya phones are presented as soft key 17 functions when appropriate to the current call to which you are protected.

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