



Avaya one-X™ Deskphone Edition for 9670G IP Telephone Quick Reference

Scrolling and Navigation

To switch between call appearances and features, use the Features button or Calls button in the upper right of the Phone screen to switch between call appearances and features. Touch Features to move from the Phone screen to the Features list, or touch Calls to move from the Features list to the Phone screen.

When a list item has a "Details" button (a right-facing arrow), touching it shows more information about the item. 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 them or by touching the on-screen softkey labels. Softkey labels change according to the context. For example, touch a contact to place a call to that person, touch a line on the Phone screen to answer an incoming call, to go off hook to place a call, or to resume a call on hold.

The Home Screen

Press the Home button under the display to access the Home screen. The Home screen has icons that let you access your telephone's options and settings to adjust or customize them, access Web-based applications to get information about the time and weather in different parts of the world, display a calculator, view your phone and network settings, use Favorite speed dial buttons, and log out. The exact content of your Home screen depends on how your administrator has set up your system but it normally includes the following standard Avaya features:

- Settings displays a menu that lets you change your call settings, the language in which information displays on the screen, the way your screen looks and sounds, pair your phone with a Bluetooth headset, log into a phone as a guest, clean your screen, log your phone out, and more.
- World Clock shows the time and weather in different parts of the world.
- Weather shows the current weather conditions in your area and a short-term weather forecast.
- Calculator provides a simple, four-function calculator.

You can also use Contacts to put speed dial icons for up to eight Favorite numbers on your Home screen. Your administrator may make other Web-based applications available to you, for example, a corporate directory or support page; if you have more than four custom applications, the Home screen shows the first three and a More icon displays to let you see and access the others. To invoke any application you see on the Home screen, touch its icon.

Answering and making a call

Answering a Call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, touch the ringing call appearance line, press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, you may need to put the active call on Hold first before answering the new call. If the telephone does automatically display the incoming call, you can touch **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can touch **Ans Drop** to automatically drop the first call when you answer the new call.

Making a call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or touch an idle call appearance line
2. Dial the number you want to call. If you have a favorite icon on the Home screen for the person you want to call, just touch that icon to initiate dialing.

Using voice dialing

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

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**.
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.

Conference Calls

Setting up a conference call

1. Select any idle call appearance and dial the first conference participant.
2. From the Phone screen, touch **Conference**.
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, touch **Join** to add the person to the existing call.
5. Touch **Add**.
6. Repeat these steps to add another person to the conference call.
7. To see a list of the conference participants, touch the **Details** button on the Conference Call line and 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.

Features

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.

Send all Calls

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.