AVAYA 9504 & 9508 Digital Telephone
User Guide

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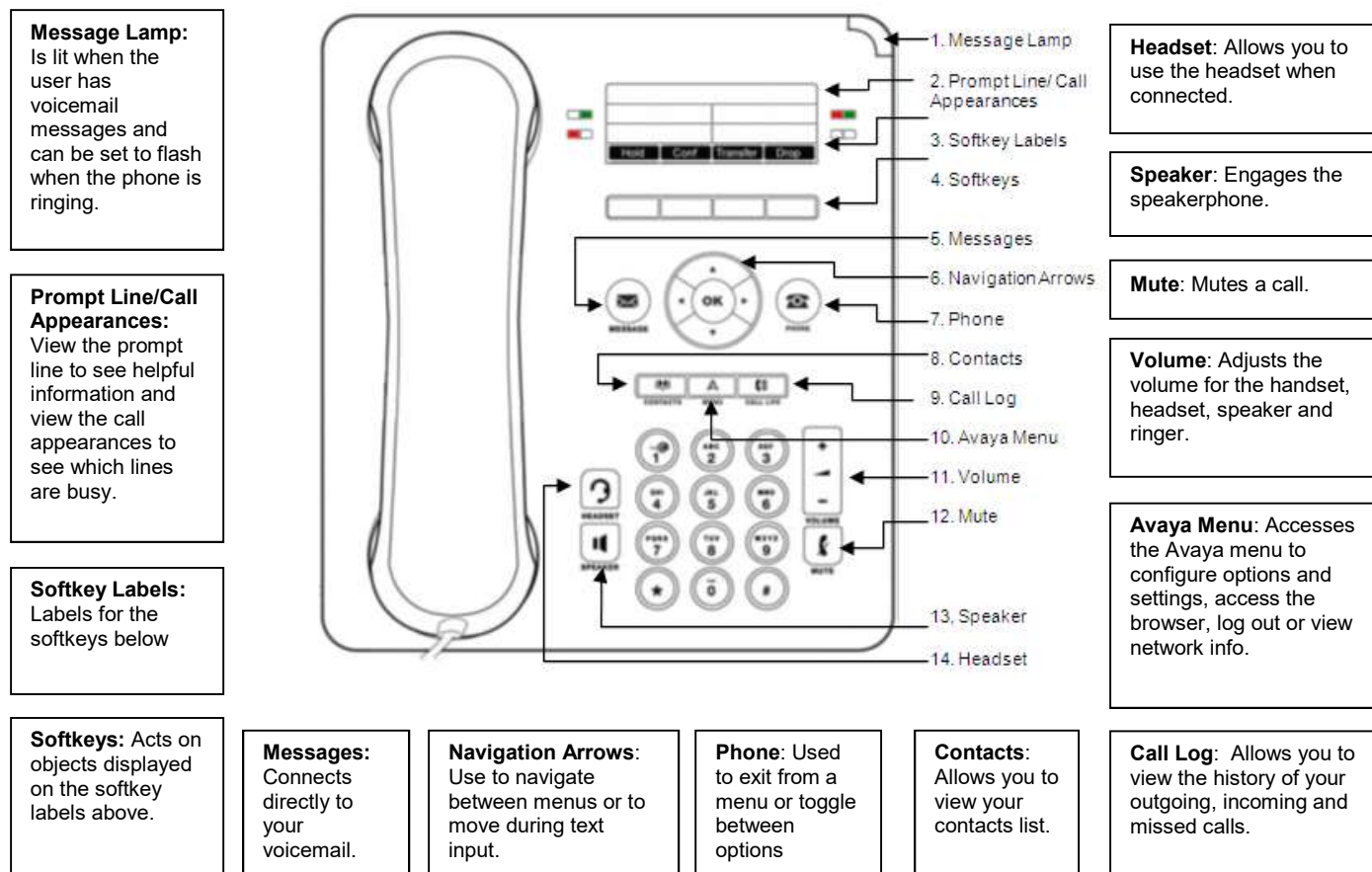
Introduction

This User Guide is designed to introduce you to the layout of the AVAYA 9504 and 9508 digital telephones and describes the various buttons and features that are available with these models. It also provides you with the instructions for navigating the display screens and various features.

The 9504 phone has 12 programmable call appearance/feature buttons whereas the 9508 has 24 programmable buttons. Functions can be assigned to the phone's call appearance/feature buttons by your system administrator. The 9508 phones can support button modules that provide an additional 24 buttons (2 pages of 12) which can be used as appearance buttons and/or feature buttons. Up to 3 button modules can be attached to each phone. The 9504 phone does not support button modules.

Telephone Components

Components

Here is the general layout of the AVAYA 9504 Digital telephone. The 9508 phone has 2 additional Call Appearance lines in the display, but otherwise looks the same. The components are as follows:

Message Lamp: Is lit when the user has voicemail messages and can be set to flash when the phone is ringing.

Prompt Line/Call Appearances: View the prompt line to see helpful information and view the call appearances to see which lines are busy.

Softkey Labels: Labels for the softkeys below

Softkeys: Acts on objects displayed on the softkey labels above.

1. Message Lamp
2. Prompt Line/Call Appearances
3. Softkey Labels
4. Softkeys
5. Messages
6. Navigation Arrows
7. Phone
8. Contacts
9. Call Log
10. Avaya Menu
11. Volume
12. Mute
13. Speaker
14. Headset

Headset: Allows you to use the headset when connected.

Speaker: Engages the speakerphone.

Mute: Mutes a call.

Volume: Adjusts the volume for the handset, headset, speaker and ringer.

Avaya Menu: Accesses the Avaya menu to configure options and settings, access the browser, log out or view network info.

Messages: Connects directly to your voicemail.

Navigation Arrows: Use to navigate between menus or to move during text input.

Phone: Used to exit from a menu or toggle between options

Contacts: Allows you to view your contacts list.

Call Log: Allows you to view the history of your outgoing, incoming and missed calls.

Status Letters

On your phone display you will see status letters displayed in addition to your extension. These letters are designed to indicate your current status and can be shown in combination.

Icon	Description
B	Barred – This is displayed to indicate that you have access to make internal calls only and are barred from making external calls.
D	Diverting – Shown when you have forward unconditional enabled
G	Group Member – Shown when you are configured as a member of a hunt group and your membership is enabled
N	No Calls (Do Not Disturb) – Shown when you have 'Do Not Disturb' enabled
O	Out of Service – Shown when any of the groups of which you are enabled as a member is set to night service mode where calls are diverted to the fallback or to voicemail
R	Resilience – Shown when there may have been a problem with the telephone system and another system is providing support
S	System Alarm – Shown if you are the system administrator indicating a system alarm
T	Twinned – Shown if it is internally twinned with your phone. Calls to you will alert on both phones and can be answered by at either phone.

Adjustable Stand & Display Screen

The telephone stand attaches to the phone in one of two ways so that you can place the phone in a relatively flat position or at an angle. Be sure to check that the stand is locked into position using the plastic peg located under the phone's handset. If you wish to wall mount the phone contact your system administrator as a different stand design will be required.

Log into 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.

To log into your telephone extension:

- Press **SELECT** and the login menu will display
- Enter the extension number your system administrator has assigned to you for login.
- Press **NEXT.**
- Enter the login code your system administrator has assigned to you.
- Press **DONE**.

To log into a phone that has another user logged in:

- Press the **FEATURES** softkey.
- Select **PHONE USER** and press **SELECT**.
- Select **LOGIN** and press **SELECT**.
- Enter the extension number your system administrator has assigned to you for login.
- Press **NEXT.**
- Enter the login code your system administrator has assigned to you.
- Press **DONE** and the other user will be logged out and you will be logged in.

To log out of your telephone extension:

- Press the **FEATURES** softkey.
- Select **PHONE USER** and press **SELECT**.
- Select **LOG OUT** and press **SELECT**.
- Press **LOG OUT** to confirm.

Lock Your Phone

To lock your telephone:

- Press the **FEATURES** softkey.
- Select **PHONE USER** and press **SELECT**.
- Select **LOCK** and press **SELECT**.
- Press **LOG OUT** to confirm.

To auto-lock your phone:

- Press the **FEATURES** softkey.
- Select **PHONE USER** and press **SELECT**.
- Select **PHONE SCREEN SETTINGS** and press **SELECT**.
- Select **AUTO LOCK (minutes).**
- Press **CHANGE** and select either DISABLED (does not use inactivity timer) or 1/5/30/60 (Locks the phone after the indicated number of minutes)
- Press **SAVE** to save your selection.

To unlock your telephone:

- Press the **UNLOCK** softkey.
- Enter your login code.
- Press the **DONE** softkey.

Change Your Login Code

To change your login code:

- Press the **FEATURES** softkey.
- Select **PHONE USER** and press **SELECT**.
- Select **SET SECURITY PIN** and press **SELECT**.
- Enter your current login code if you have one and press **DONE**.
- Enter your new code.
- Press **SAVE** to complete the change.

Personalized Options

Options & Settings

Accessing the Avaya Menu button will give you access to various options that you can set. One of those options is the **Options & Settings** menu which contains choices for:

- o   Call Settings
- o   Application Settings
- o   Screen & Sound Options
- o   Advanced Options
- o   Network Information
- o   VPN Settings

These choices contain additional menu items that you can use to customize your phone.

Set Redial Options

To set the redial to the last number you dialed or to display a list of the last numbers you dialed:

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **REDIAL ACTION**.
- Press **CHANGE** to choose between **OPEN CALL LOG** and **LAST DIALED**.
- Press **SAVE**.

Withhold Your Number

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **WITHHOLD NUMBER**.
- Press **CHANGE** to choose between **ON** or **OFF**.
- Press **SAVE**.

Set the Audio Path

To go off-hook on the Speaker or the Headset when you make an on-hook call (If your administrator has set up auto-answer, incoming calls are also answered on the default audio path you designate here):

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **AUDIO PATH**.
- Press **CHANGE** to change the **SPEAKER** or **HANDSET** setting.
- Press **SAVE**.

Set Dialing Options

You have two dialing options; you can dial normally by picking up the handset, get a dial tone and dial the number or you can set "En Bloc Dialing" which mimics how you dial a call on a cell phone where you enter all or part of the number, backspace to correct a digit if needed and when ready initiate the dialing process using a softkey.

To enable En Bloc Dialing:

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **EN BLOC DIAL**.
- Press **CHANGE** to change the setting to **ON** (Enabled) or **OFF** (Disabled).

Disable the Ring Tone

To disable the ringer:

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **DISABLE RINGER.**
- Press **CHANGE** to change the setting to **ON**.

Set a Coverage Ring Tone

To change the ring tone for bridged appearances or call coverage buttons:

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **COVERAGE RING.**
- Press **CHANGE** to change the setting to **RING, ABBREVIATED** or **OFF**.

Set Internal Auto-Answer

To have internal calls connect automatically if you are not already on a call:

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **INTERNAL AUTO-ANSWER.**
- Press **CHANGE** to change the setting.

Set Your Ring Tone

To change the ring tone:

- Press the **AVAYA HOME** button.
- Select **SCREEN & SOUND OPTIONS** and press **SELECT**.

- Select **PERSONALIZED RINGING** and press **SELECT**.
- Select a displayed ring pattern and press **PLAY** to replay the tone or **OTHER** to hear a different version of the ring sound.
- Press **SAVE** once you find the ring pattern you want.

Sounds & Tones

To turn button clicks on or off:

- Press the **AVAYA HOME** button.
- Select **SCREEN & SOUND OPTIONS** and press **SELECT**.
- Select **BUTTON CLICKS** and press **SELECT**.
- Press **CHANGE** to change the setting between ON or OFF.
- Press **SAVE** to save your selection.

To turn error tones on or off:

- Press the **AVAYA HOME** button.
- Select **SCREEN & SOUND OPTIONS** and press **SELECT**.
- Select **ERROR TONES** and press **SELECT**.
- Press **CHANGE** to change the setting between **ON** or **OFF**.
- Press **SAVE** to save your selection.

Language

To change the display language:

- Press the **AVAYA HOME** button.
- Select **ADVANCED OPTIONS** and press **SELECT**.
- Select **LANGUAGE** and press **SELECT**.
- Scroll to find the language you wish to use. A tick mark shows against the current language.
- Press **SELECT** to select the highlighted language.
- Press **SAVE** to save your selection.

Automatic Gain Control

Automatic Gain Control maintains a constant audio level even if the incoming call changes between loud and quiet.

To turn the Automatic Gain Control on or off:

- Press the **AVAYA HOME** button.
- Select **ADVANCED OPTIONS** and press **SELECT**.
- Select **AUDIO** and press **SELECT**.
- Select **HANDSET, HEADSET** or **SPEAKER**.
- Press **SELECT** to select the highlighted option.
- Press **SAVE** to save your selection.

Display Features

Set the Display Screen Width

To set the display screen width:

- Press the **FEATURES** button.
- Press **PHONE USER** and press **SELECT**.
- Select **PHONE SCREEN SETTINGS** and press **SELECT**.
- Select **DISPLAY MODE.**
- Press **CHANGE** to change the setting between **DUAL** or **SINGLE** column.
- Press **SAVE**.

Display Call Timers

To display the call timer:

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **DISPLAY CALL TIMER.**
- Press **CHANGE** to change the setting between **ON** or **OFF.**
- Press **SAVE**.

Display Last Call Duration

To display the duration of a call after it has ended:

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **SHOW LAST CALL DURATION.**
- Press **CHANGE** to change the setting between **ON** or **OFF.**
- Press **SAVE**.

Show Call Waiting

To show call waiting details:

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **AUTO DISPLAY WAITING CALL.**
- Press **CHANGE** to change the setting between **ON** or **OFF.**
- Press **SAVE**.

Configure Visual Alerts

The Visual Alerting option causes the LED in the top right corner of the phone to flash when there is an incoming call. To turn Visual Alerting on or off:

- Press the **AVAYA HOME** button.
- Select **CALL SETTINGS** and press **SELECT**.
- Select **VISUAL ALERTING.**
- Press **CHANGE** to change the setting.
- Press **SAVE**.

Adjust the Display Brightness & Contrast

To adjust the brightness of the display:

- Press the **AVAYA HOME** button.
- Select **SCREEN & SOUND OPTIONS** and press **SELECT**.
- Select **CONTRAST** and press **SELECT**.
- Use the navigation arrows to adjust the brightness as required.
- Press **DONE** when completed.

To adjust the contrast of the display:

- Press the **AVAYA HOME** button.
- Select **SCREEN & SOUND OPTIONS** and press **SELECT**.
- Select **CONTRAST** and press **SELECT**.
- Use the navigation arrows to adjust the contrast as required.
- Press **DONE** when completed.

Call Handling Features

Answer a Call

When you have an incoming call, it is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

To answer an incoming call if you are not on another call:

- Handset: Pick up the handset.
- Headset: Make sure your headset is plugged into the phone and press **HEADSET**.
- Speakerphone: Press **SPEAKER**.

To answer an incoming call if you are on another call:

- From the Phone screen scroll to the line with the incoming call and press **ANSWER** or **OK**.

Make a Call

Press **PHONE** to view the main Phone screen at any time. When the Phone screen is displayed, press **PHONE** to move to the top of the call appearance list; press **PHONE** again to display the Home screen.

To make a call:

- Lift the handset or press **SPEAKER** or **HEADSET** or an idle line button.
- Dial the telephone number you wish to call.

To make a call using **EDIT DIALING** (If authorized by the administrator):

To clear a number, press CLEAR.

- Enter the number you want to call.
- To edit the number, touch the **BKSP** softkey to erase the previous character, one character at a time. To remove the entire number, press **CLEAR**.
- Press **CALL** or **OK**.

Mute a Call

If you switch between the handset, speaker or headset while the call is muted, the mute will be turned off.

To mute a call:

- Press **MUTE** during a call so that the other person on the call cannot hear you.
- Press **MUTE** again to un-mute the call.

Hold

To put a call on hold:

- Press **HOLD**.
- Press the call appearance button of the held call to retrieve the call.

Redial

To redial a previously called telephone number or extension:

- From the Phone screen, press **REDIAL.**
- If you are working with a redial list, scroll to the number you want to redial and press **CALL** or **OK**.

Speakerphone

The two way speakerphone allows you to make and answer calls without lifting your handset. The speakerphone can also be used with other features.

To use the speakerphone:

- Press **SPEAKER** to access the speakerphone.
- Press **SPEAKER** again to turn it off or pick up the handset or press **HEADSET** to use the headset.

To adjust the volume, use the volume button.

Transfer

To transfer a call:

- From the Phone screen, if the call to be transferred is not already active (highlighted) select the line on which the call to be transferred appears.
- Press **TRANSFER**.
- Dial the number to which you want to transfer the call or call the person from the Contacts list or History list.
- For an unattended transfer, press **COMPLETE** or hang up.
- For an attended transfer, wait for an answer then press **COMPLETE** or **OK** or hang up.
- To cancel a transfer, press the **CANCEL** button and you will be returned to the caller.

To transfer a call directly to a mailbox:

- With the call active, press the **MESSAGE** button and enter the mailbox number
- Press the **SELECT** softkey.

Conference

To setup a conference call:

You can conference up to six parties on a call (including yourself).

- From the Phone screen, select your active call.
- Press **CONF**.
- Dial the telephone number or call the person from the Contacts or History list.
- When the person answers, press **CONF** or **OK** to add them to the conference call.
- Repeat these steps to add additional participants to the call.

To add a person on hold to a conference call:

- From the Phone screen, select your active call.
- Press **CONF**.
- Select the call on hold that you want to add to the conference by pressing the call appearance button.
- Press **CONF** to add the person to the conference call.

To put a conference call on hold:

- Press **HOLD** during a conference call. The other parties can still talk to each other.
- Press the call appearance button of the conference call to resume the conference call.

To drop the last participant from a conference call:

- Press **DETAILS**.
- Highlight the person you wish to drop.
- Press **DROP** to drop.

To mute a person on a conference call:

- From the Phone screen, select the line of the person you want to mute.

- Press **DETAILS**.
- Highlight the person you wish to drop.
- Press **MUTE** to drop.
- Press **MUTE** again to take the person off mute.
  - If the other participants have the same type of phone they can follow these steps and can mute or un-mute themselves.

Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can also import or export a Contact list using a USB device (Not available on the 9608 model).

Search for a Contact

To search for a contact:

- Press **CONTACTS**.
- Use the arrow keys to switch between the different lists (All, External, Users, Groups, Personal)
- Using the dial pad, start typing the name for which you want to search.
- 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.
- Press **CALL** to call the person or press **MORE** and then **EDIT** to edit the contact information.

View Contact Details

To view contact details:

- Press **CONTACTS**.
- Find the contact you want to view.
- Press **DETAILS** to see all the information for this person.
- Press the appropriate softkey to call or edit this contact, delete this contact or return to the Contacts screen.

Add a New Contact

To add a contact:

- Press **CONTACTS**.
- Press **NEW** or press **MORE** and then **NEW** if you already have entries in your contact list.
- Enter the name using the dial pad.
  - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
  - Pause before entering the next character if the characters are on the same key.
  - To enter a space, press **0**.
  - Enter remaining letters or numbers.
  - Press **BKSP** to delete the last character.
- Select the next field.
- Press **SAVE** or **OK**.

Edit a Contact

To edit a contact:

- Press **CONTACTS**.
- Search for and select the contact you want to edit.
- Press **MORE > EDIT.**
- Choose the field you want to edit.
- Use the dial pad and softkeys to make changes to the contact information.
- Press **SAVE** or **OK**.

Delete a Contact

To delete a contact:

- Press **CONTACTS**.
- Search for and select the contact you want to edit.
- Press **MORE > DELETE.**
- Press **DELETE** to confirm or **CANCEL** to cancel.

Call a Person from the Contacts List

To call someone from your Contacts list:

- Press **CONTACTS**.
- Select the person you want to call.
- Press **CALL** or **OK**.

Directory

You can look up the extension number of another phone in the Directory.

Search for an Extension

To search for an extension:

- Press the **DIRECTORY** feature button.
- Begin spelling the person's name using the dialpad.
  - You will see the names displayed on the display screen.
- If you need to move through the list of names, press the **NEXT** feature button.
- To place a call to the name on the screen, press the **MAKE CALL** feature button.

Call History

The History screen provides a list of recent calls by type (Missed, Answered or Outgoing) and with caller name and number, call time, and call duration. Call History also shows bridged calls. If you are a member of a call pickup group, any calls you picked up for another person or that you missed and were answered by someone else in your pickup group are shown with a Forwarding icon to allow you to review details of that type of call. The History button lights up and the Missed Calls icon and the number of missed calls display on the top line when you have one or more missed calls.

View the Call History

To view the Call History:

- Press **HISTORY**.
  - You can go to the top of the list by pressing **HISTORY** again.
- If you want to see a different list, scroll to the left or right to view separate lists of answered, outgoing or missed calls.
- Scroll up or down to view the entries on the list.

View Call History Details

To view Call History details:

- Press **HISTORY**.
- Select the number you wish to view.
- Press **DETAILS**.

Add an Entry from the Call History to Your Contacts List

To add an entry from the Call History to your Contacts list:

- Press **HISTORY** button.
- Select the number you want to add to your Contacts list.
- Press **MORE.**
- Press **+CONTACT**.
- Edit the name and telephone number, if necessary.
- Press **SAVE**.

Remove an Entry from Call History

To remove an entry from the call history:

- Press **HISTORY**.
- Select the number you want to delete.
- Press **DELETE**.

Clear All Call History Entries

To clear all the Call History entries for the list you are viewing:

- Press **HISTORY**.
- Select the list you want to delete.
- Press **MORE**.
- Press **DEL ALL** to delete all of the entries in the list you are viewing.

Call a Person from the Call History

To call someone from the Call History:

- Press **HISTORY**.
- Scroll to the left or right to view a separate list of all, un-answered or outgoing calls.
- Scroll up or down to select the person or number you want to call.
- Select the person or number you want to call.
- Press the **CALL** softkey or the **OK** button.

Voice Features

Call Forward

To forward calls to another extension:

- Press your **CALL FORWARD** button.
- At the tone, enter the extension where you wish the calls to be forwarded.
  - You will hear three confirmation beeps to confirm the setting.

OR

- From the Phone screen, touch **FEATURES**.
- Select **FORWARD**.
- Select **FORWARD UNCONDITIONAL**.
- Press **SELECT** or **OK** to turn the call forwarding feature on.
- Select **DESTINATION** and then **EDIT**.
- Enter the number to which you want to forward your calls as the destination.
- Press **ON** to turn on the call forwarding feature.
- Press **SAVE**.

To turn off Call Forward:

- Press your **CALL FORWARD** button.

Call Park

To park a call:

- Press the **CALL PARK** feature button and make note of the extension where the call is parked.

To retrieve a parked call:

- Press the **PARK RETRIEVE** feature button.
- Enter the extension where the call was parked.

Call Pickup

To pick up a call ringing on another extension:

- Press the **CALL PICKUP** feature button to answer a call ringing on another phone in your group.

Send All Calls

To send all calls to your voicemail without ringing your phone:

- Press the **SEND ALL CALLS** feature button to redirect calls to voicemail.
- Press the **SEND ALL CALLS** feature button to turn off Send All Calls.

Paging

To place a page:

- Press the **PAGE** feature button and after the beep, speak your announcement.
- Press the **DROP** softkey or depress the receiver button before replacing the handset to avoid any feedback.

Extension to Cellular (EC500)

Extension to Cellular (EC500) is a feature that allows calls to your deskphone to ring on your mobile phone simultaneously allowing you to never miss a call. Calls to your deskphone that have been answered on your mobile phone are referred to as "extended calls". You must contact your Administrator to have this feature setup for you.

To use Extension to Cellular (EC500):

- Press the **EC500** feature button to turn this feature on or off

To transfer an active call from your deskphone to your mobile phone:

- With the call on your deskphone active, press the **EXTEND CALL** feature button
  - Turn EC500 on first if it is not already on
  - The system will now place a call to your mobile phone

- Answer the call on your mobile phone and then hang up your deskphone

To transfer an extended call from mobile phone to your deskphone,

- With the call on your mobile phone active, pick up your deskphone handset and press the **EC500** feature button
- Hang up your mobile phone and continue the call.

Call Centre Features

The call centre features outlined in this guide may differ slightly to what is programmed in your system. Contact your Administrator for details on the call centre features on your system.

To log in and out of the queue:

- Press the LOGIN feature button to log into the queue
- You may need to enter your agent ID and password
- The AUX Work button will light up
- Press the LOGOUT feature button to log out of the queue

To begin accepting calls:

- Press the AUTO IN button to begin receiving call from the queue
- To temporarily stop receiving calls from the queue, press the AUX WORK button

To Put Phone into After Call Work:

- Press the AFTERCALL button to go into After Call Work mode to finish up the details of the previous call
- Press the AUTO IN button again to begin receiving calls again
- Your system may put you back to Auto In automatically after a set amount of time

To temporarily leave the queue:

- Press the AUX WORK button
- Enter the appropriate reason code
- Press the AUTO IN button to begin receiving call from the queue again

To assign a call work code to a call:

- Press the WORK CODE button and enter the call work code you want to assign
- A Call Work code marks the call as a specific type for reporting purposes

- Contact your Administrator for your list of call work codes

To view the statistics of the queue:

- Press the VU DISPLAY button and enter the skill number then press #
  - This will display your queue number and the number of calls in the queue as well as the length of time of the oldest call in minutes and seconds
- Press the Phone button to clear the statistics information from your screen

To observe an agent's call:

- Press the SERVICE OBSERVE button to listen in on an agent's call
- Enter the Agent ID you wish to observe
  - This puts you into LISTEN ONLY mode where you can listen to the call and not be heard.
  - Press the SERVICE OBSERVE button again to go into LISTEN/TALK mode where you can LISTEN and be heard on the call.
  - Press the SERVICE OBSERVE button again to go back to LISTEN ONLY mode