



# **Avaya 9400 Series Digital Deskphone User Guide for Avaya Aura<sup>®</sup> Communication Manager**

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- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
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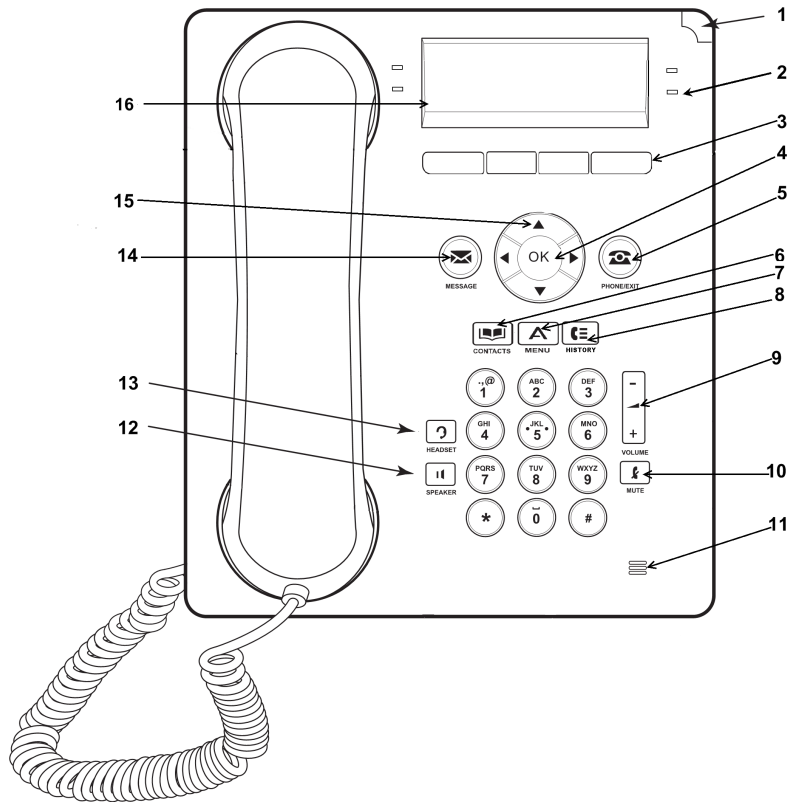
# **Chapter 1: Introduction to the Avaya 9400 Series Digital Deskphones**

The Avaya 9400 Series Digital Deskphones are digital telephones for use by enterprises with the Avaya Aura® Communication Manager call processing system. These telephones put convenient features and capabilities at your fingertips, including a display to view and manage your calls, a contacts list, call history, a menu of options and settings to customize your telephone, and access to your voice mail.

All features described in this user guide may not be available on your telephone. If you find that a feature is not available, contact your system administrator.

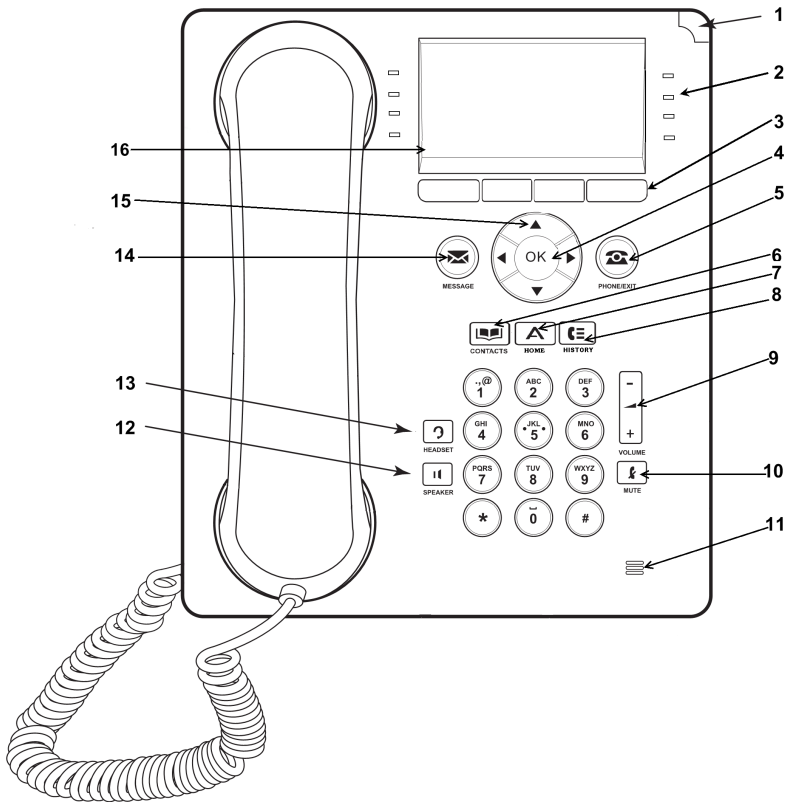
# Overview of phone buttons and features

Avaya 9404 telephone





**Avaya 9408 telephone**



No.	Name of button or feature	Description
1	Call/Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. This light flashes when you receive an incoming call. In addition to the Message Waiting Indicator, the <b>Message</b> button is also illuminated when you have voice mail messages waiting.
2	Feature Buttons and Call Appearance Buttons	There are 4 (9404) or 8 (9408) buttons that can be programmed as either call appearance buttons or feature buttons. Press a call appearance button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. The feature buttons provide access to the Avaya call management system features that have been administered for your extension. The green LED next to each function key indicates whether the feature is currently on or off. If the light is on, the feature is on. For more information about the feature buttons, see <a href="#">Using advanced telephone features</a> on page 33.
3	Softkeys	Press the softkeys to select the softkey labels. The softkey labels indicate the action that each softkey produces. The labels and the actions vary depending on your selection.

No.	Name of button or feature	Description
4	OK	Press the <b>OK</b> button for a shortcut to an action. For example, select an entry from your call history and press <b>OK</b> to dial the number.
5	Phone	Press the <b>Phone</b> button to view and manage your calls. For example, if you are viewing a menu, pressing the <b>Phone</b> button takes the telephone display back to the home screen.
6	Contacts	Press the <b>Contacts</b> button to view the entries in your Contacts list.
7	Avaya Home	Press the <b>Home</b> button to gain access to the Avaya menu. The Avaya menu provides options that you can use to customize telephone settings, configure call logging, select the display language, and verify the telephone operation.
8	History	Press the <b>History</b> button to view a list of all your calls. The icon on the <b>History</b> button lights up when you have missed calls.
9	Volume	Press <b>+</b> or <b>-</b> on the <b>Volume</b> button while active on the handset, headset or speaker to adjust the volume of the speaker or ringer.
10	Mute	Press the <b>Mute</b> button to mute a call in progress or reactivate a muted call.
11	Microphone	The omnidirectional microphone sends and receives signals from all directions.
12	Speaker	Press the <b>Speaker</b> button to use the speakerphone. To take a call off speakerphone, lift the handset.
13	Headset	Press the <b>Headset</b> button to use the headset if it is connected. For wired headsets, only HIC headset cords are compatible with your phone.
14	Message	Press the <b>Message</b> button to connect directly to your voicemail system. This button is illuminated when you have voicemail messages waiting.
15	Navigation Arrows	Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, or to turn an option on or off.
16	Telephone Display	There are four rows in the 9404 telephone display and eight rows in the 9408 telephone display. The top row shows the extension number, user name and the time and date. On the 9404 telephone, the top row also provides application-specific information. The middle two rows in the 9404 telephone display and the middle six rows in the 9408 telephone display provide application-specific information. The second and the third rows

No.	Name of button or feature	Description
		in both telephone displays provide the name of the current application (for example, contacts) and a prompt line that provides context-sensitive prompts, explanations, or help for the current application. The bottom line displays the softkey labels.

---

## Description of LEDs

Each call appearance button and feature button has two LEDs, one green and one red, to indicate the status of the call appearance or feature. The status is identified by whether the LED is on, off, or blinking, as described in the following tables.

### Call appearance button LEDs

LED	Description
Steady green	Call appearance is active.
Slow blinking green	Call appearance is ringing.
Fast blinking green	Call appearance is on hold.
Very fast blinking green	Conference or Transfer is pending.
Steady red	Call appearance is selected and will be used when you go off-hook. It remains steady red while you use the call appearance.
Off	Call appearance is available.












### Feature button LEDs

LED	Description
Steady green	Feature is active.
Blinking green	Feature is pending (request is being processed and not immediately available).
Blinking red	Feature is shown on the phone display.
Off	Feature is not active.

---

## Description of icons in the telephone display

Icons are provided in the telephone display to indicate call status and navigation choices. The icons that appear in the phone display are described in the following table.

Icon	Description
	Missed call.
	Incoming call is ringing.
	Call is active.
	Call is on hold.
	Call is on soft hold (when using Conference or Transfer feature).
	History incoming call.
	History outgoing call.
	Indicates feature button is active.
	Indicates feature button is active.
	Scroll left or right for other options.
	Scroll up or down for other options.

---

## Navigation tips

To navigate through the options and features on your telephone display, use the navigation arrows to scroll and the **OK** button to select lines or options.

A navigation icon appears in the telephone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the title line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected. The softkey labels change according to the options available for the line you select. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

# Chapter 2: Making calls

Use the procedures in this chapter to make calls from your telephone.

---

## Making a call

### About this task

### Procedure

1. Do one of the following:
    - Lift the handset.
    - Press the **Speaker** button.
    - Press the **Headset** button.
    - Press an available call appearance button.
  2. Dial the number you want to call.
- 

---

## Redialing a number

### Procedure

To redial the last number dialed, press the **Redial** softkey.

---

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## Calling a person from the contacts list

### Procedure

1. Press the **Contacts** button.
  2. Locate the contact you want by typing the first letter of the contact's name as it is listed.  
For example, if you added John Smith to your contacts list as "Smith, John" you would type **s**, the first letter of his last name.
  3. Scroll up or down to select the person or number you want to call.
  4. Press the **OK** button or the **Call** softkey.
- 

---

## Calling a person from the call history

### Procedure

1. Press the **History** button.
  2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
  3. Scroll up or down to select the person or number you want to call.
  4. Press the **Call** softkey or the **OK** button.
-

# Chapter 3: Handling calls

Use the procedures in this chapter to handle calls from your telephone. This includes procedures such as answering a call, muting a call, and transferring a call.

---

## Answering a call

### About this task

When you receive an incoming call, the green LED associated with the call will flash. The incoming call 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.

- If you are not on another call, do one of the following:
  - Lift the handset.
  - Press the call appearance button whose green LED flashes for the incoming call.
  - Press the **Speaker** button to answer using the speakerphone.
  - Press the **Headset** button to answer using the headset.
  - Press the **ON** button to answer using a wireless headset.
- If you are on another call, press the call appearance button whose green LED flashes for the incoming call.

### **Note:**

If the Auto Hold (Communication Manager) feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the incoming call.

---

## Sending an incoming call directly to voicemail

### Procedure

To send an incoming call directly to voicemail without answering, press the **To Vmail** softkey.

 **Note:**

To send incoming calls directly to voicemail, your voicemail must be administered as the first entry in your coverage path. See your system administrator for more information.

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## Muting a call

### Procedure

1. Press the **Mute** button during a call so that the other person on the call cannot hear you.
2. Press the **Mute** button again to unmute the call.

 **Note:**

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off.

---

---

## Putting a call on hold

### Procedure

1. To put your active call on hold, press the **Hold** softkey.  
The fast blinking green LED next to the call appearance button indicates the call is on hold.
  2. To resume the call, press the call appearance button for the call on hold.
-



---

## Transferring a call

### Procedure

1. If the call you want to transfer is not your active call, press the call appearance button for the call you want to transfer.
2. Press the **Transfer** softkey.  
The very fast blinking green LED next to the call appearance button indicates the call is being transferred.
3. Do one of the following:
  - Dial the telephone number.
  - Call the person from the contacts list.
  - Call the person from the call history.

 **Note:**

To transfer the call to a call that is on hold, press the call appearance button for the call that is on hold.

4. Press the **Transfer** softkey to transfer the call.  
Once the transfer is complete, **Transfer Completed** appears in the phone display.
-



# Chapter 4: Using the conference feature

You can use conference calls to speak with people from 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.

---

## Making a conference call

### Procedure

1. While active on a call, press the **Conf** softkey.  
The very fast blinking green LED next to the call appearance button indicates the call is being conferenced.
  2. Do one of the following:
    - Dial the telephone number.
    - Call the person from the contacts list.
    - Call the person from the call history.
  3. Press the **Conf** softkey to add the person to the existing call.
- 

---

## Adding a person on hold to a conference call

### Procedure

1. Select the call appearance button for your active conference call.
  2. Press the **Conf** softkey.  
The active conference call is put on soft hold.
  3. Press the call appearance button of the call on hold.  
Be sure not to choose the call appearance button for the call that is on soft hold.
  4. Press the **Conf** softkey again to add the person to the conference call.
-

---

## Putting a conference call on hold

### About this task

When you put a conference call on hold, the other parties can still talk to each other.

### Procedure

1. Press the **Hold** softkey during a conference call.  
The blinking green LED next to the call appearance button indicates the conference is on hold.
  2. Press the call appearance button to resume the conference call.
- 

---

## Dropping the last participant from a conference call

### Procedure

While active on a conference call, press the **Drop** softkey.

---

# Chapter 5: Getting your messages

Use the **Message** button to connect to your voicemail system. When you have messages waiting, the **Message** button is illuminated. The red light on the upper right corner of your telephone is also illuminated when you have messages waiting. The voicemail system and messaging functions are administered by your system administrator. Contact your system administrator with any questions.

---

## Logging into your voicemail

### Procedure

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



# Chapter 6: Using bridged call appearances

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

---

## Answering a call on a bridged call appearance

### About this task

Answering a call on a bridged call appearance is basically the same as answering a call on a primary line. If the ringing bridged call appearance is selected, you can answer by picking up the handset or by pressing the **Speaker** or **Headset** button.

### Procedure

To answer a call on a bridged call appearance, press the call appearance button associated with the bridged call appearance.



#### Note:

The ringing bridged call appearance may be selected automatically if there are no other active calls. If you are on another call when a call comes in to a bridged call appearance, you may have to select the ringing bridged call appearance button.

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## Joining a call on a bridged call appearance

### Procedure

1. Scroll to the call in progress that you want to join.
  2. Press the call appearance button for the bridged call appearance.
-

---

## Making an outgoing call on a bridged call appearance

### About this task

When you make a call on a bridged call appearance, you are using another telephone user's call appearance. The caller ID associated with the call you are making may show the call as coming from you or coming from the person whose call appearance 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.

### Procedure

1. Press the call appearance button associated with the bridged call appearance.
  2. Do one of the following:
    - Dial the telephone number.
    - Call the person from the contacts list.
    - Call the person from the call history.
-



# Chapter 7: Using the contacts feature

You can save up to 100 names and telephone numbers. For additional information, see [Calling a person from the contacts list](#) on page 14.

---

## Viewing contact details


### Procedure

1. Press the **Contacts** button.
2. Scroll to the contact you want to view.  
Names are listed alphabetically by first name. To return to the top of the list, press the **Contacts** button again.
3. Do one of the following:
  - For the 9408 telephone, press the **Details** softkey to see the contact name and number.
  - For the 9404 telephone, press the **Details** softkey to see the contact name, and then scroll down to see the contact number.

---

## Adding a new contact

### Procedure

1. Press the **Contacts** button.
  -  **Note:**  
If this is the first contact you are adding, go to step 3.
2. Press the **More** softkey.
3. Press the **New** softkey.
4. Enter the name using the dialpad. To enter characters using the dialpad:

- Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
- If the characters are on the same key, pause before entering the next character.
- To enter a space, press **0**.
- Enter remaining letters or numbers.
- To delete the last character, press the **More** softkey and then the **Bksp** softkey.



**Note:**

If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.

5. Press the down navigation arrow.
  6. Enter the telephone number as you would if you were dialing it directly.
  7. Press the **Save** softkey to save your changes.
- 

---

## Editing a contact

### Procedure

1. Press the **Contacts** button.
  2. Scroll to the contact you want to edit.
  3. Press the **Details** softkey.
  4. Press the **Edit** softkey.
  5. Scroll up or down to choose the field you want to edit.
  6. Use the dialpad and softkeys to make changes to the contact information.
  7. Press the **Save** softkey to save your changes.
-

---

## Deleting a contact

### Procedure

1. Press the **Contacts** button.
2. Scroll to the contact you want to delete.
3. Press the **More** softkey.
4. Press the **Delete** softkey.
5. Press the **Delete** softkey again to confirm.

**Note:**

If you press the **Cancel** softkey prior to pressing the **Delete** softkey, your contact information will not be removed.

---

---

## Adding an entry from the call history to your contacts list

### Procedure

1. Press the **History** button.
  2. Scroll to the number you want to add to your contacts list.
  3. Press the **+Contact** softkey.  
If your contacts list is full, the **+Contact** softkey is not displayed.
  4. To edit the name or number, scroll up or down and edit as appropriate.
  5. Press the **Save** softkey to save your changes.
-



# Chapter 8: Using the call history feature

You can use the call history to view separate lists of your outgoing calls, all calls, missed (unanswered) calls, or answered calls. For information about turning call logging on and off for different call types, see [Setting the call history feature](#) on page 31.

---

## Viewing the call history

### Procedure

1. Press the **History** button.  
You can go to the top of the list by pressing the **History** button again.
2. Scroll to the left or right to view a separate list of outgoing calls, all calls, missed (unanswered) calls, or answered calls.

---

## Viewing call history details

### Procedure

1. Press the **History** button.
2. Scroll to the number you want to view.
3. Do one of the following:
  - For the 9408 telephone, press the **Details** softkey to view the name, number, time, date, and duration of the call.
  - For the 9404 telephone, press the **Details** softkey to view the name and number. Then scroll down one line at a time to view the date and time of the call and then the duration of the call.
4. Press the **Back** softkey to return to the list view.

---

## Adding an entry from the call history to your contacts list

### Procedure

1. Press the **History** button.
  2. Scroll to the number you want to add to your contacts list.
  3. Press the **+Contact** softkey.  
If your contacts list is full, the **+Contact** softkey is not displayed.
  4. To edit the name or number, scroll up or down and edit as appropriate.
  5. Press the **Save** softkey to save your changes.
- 

---

## Removing an entry from the call history

### Procedure

1. Press the **History** button.
  2. Select the number you want to delete.
  3. Press the **More** softkey.
  4. Press the **Delete** softkey.
  5. Press the **Delete** softkey again to confirm.
- 

---

## Clearing all entries from a call history list

### About this task

Clearing all entries from the call history deletes all of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted from the call history. You are also able to clear all calls from the entire call history.

## Procedure

1. Press the **History** button.
  2. To delete entries from a specific list:
    - a. Select the list whose entries you want to delete.
    - b. Press the **More** softkey.
    - c. Press the **Clear All** softkey to delete all of the entries in the list you are viewing.
    - d. Press the **Clear All** softkey again to confirm.
- 

---

## Setting the call history feature

### About this task

You can set the call history feature to log answered, unanswered, outgoing, or bridged calls. The option to log bridged calls is available only if your telephone is configured with bridged call appearances. You can turn call logging on or off for any of these call types.

### Procedure

1. Press the **Home** button.
2. Scroll to **Applications Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Do one of the following:
  - a. To turn the Log Answered option on or off, with this option selected, do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
    - Press the right or left navigation arrow.When set to **On**, all answered calls are stored in the call history.
  - b. To turn the Log Unanswered option on or off, scroll to this option, and then do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.

- Press the right or left navigation arrow.

When set to **On**, all unanswered calls are stored in the call history.

- c. To turn the Log Outgoing option on or off, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

When set to **On**, all outgoing calls are stored in the call history.

- d. To turn the Log Bridged option on or off, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

When set to **On**, all incoming and outgoing calls on bridged call appearances are stored in the call history.

 **Note:**

The Log Bridged option is available only if your telephone has bridged call appearances.

5. Press the **Save** softkey to save your changes.
  6. To turn call logging on or off for another call type, repeat Steps 3 through 5.
-



# Chapter 9: Using advanced telephone features

Avaya call management systems provide many advanced telephone features such as Directory, Call Forwarding, and Abbreviated Dial buttons. These features are administered on the feature buttons on your telephone.

The features that are available to you depend on what your administrator has assigned to your telephone. A few of the most commonly administered features are explained below. For more information about all the features that are available for your extension, contact your system administrator.

---

## Forwarding calls

### About this task

The Call Forward feature allows you to forward your incoming calls to another number. You must enter the telephone number where the calls will be forwarded each time you activate this feature. You can forward calls only to internal numbers.

### Procedure

1. To turn call forwarding on, press the **CFrwd** feature button.  
You hear a dial tone prompting you to dial the forwarding number.
2. Dial the number to which you want to forward your calls.  
After you dial the number, you hear a confirmation tone. The green LED next to the feature button turns on.
3. To turn call forwarding off, press the **CFrwd** feature button.  
The green LED next to the feature button turns off.

---

## Sending all calls

### About this task

The Send All Calls (SAC) feature allows you to send all of your incoming calls directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.

- To send all calls to coverage, press the **SAC** feature button. The green LED next to the feature button turns on.
- To turn the feature off, press the **SAC** feature button. The green LED next to the feature button turns off.

---

## Calling a person from the corporate directory

### About this task

The Directory feature allows you to dial other users in your system by name.

### Procedure

1. Press the **Directory** feature button.
  2. Use the dialpad keys to start spelling 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. Press the **Next** feature button to view the next name alphabetically in the directory, if necessary.
  4. Press the **Make Call** feature button when you see the name you want.
  5. To exit the Directory, press the **Phone** button or the **Exit** softkey.
- 

---

## Activating Extension to Cellular (EC500)

### About this task

The Extension to Cellular (EC500) feature allows you to have incoming calls 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.

### Procedure

1. To turn the EC500 feature on, press the **EC500** feature button. The green LED next to the feature button turns on.
  2. To turn the EC500 feature off, press the **EC500** feature button. The green LED next to the feature button turns off.
-

# Chapter 10: Using the Avaya Home menu

Use the Avaya Home menu to perform tasks such as adjust and customize phone settings, select the display language, turn call logging on or off for different call types, and set visual and audible alerting.

The Avaya Home menu has four sub-menus:

<b>Call Settings</b>	Lets you set the visual alerting, audible alerting, show phone screen, and stay in contacts options to on or off; and set the audio path to speakerphone or headset.
<b>Application Settings</b>	Lets you turn call logging on and off for answered, unanswered, outgoing, and bridged calls; and personalize button labels or restore the default button labels.
<b>Screen &amp; Sounds</b>	Lets you adjust the display brightness and contrast, select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
<b>Advanced Options</b>	Lets you erase customized settings, perform a telephone self-test, select the display language, set audio levels for different environments, set the remote headset option, and enable a higher quality voice transmission.



## Note:

The sub-menus that appear depend on how your extension was administered. Some sub-menus may not be available.

---

## Setting the Visual Alerting option

### About this task

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.

### Procedure

1. Press the **Home** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Visual Alerting**.
5. To turn visual alerting on or off, do one of the following:
  - Press the **Change** softkey.

- Press the **OK** button.
  - Press the associated call appearance/feature button.
  - Press the right or left navigation arrow.
6. Press the **Save** softkey to save your changes.
- 

---

## Setting the Audible Alerting option

### About this task

When the Audible Alerting option is turned on, the telephone rings when an incoming call arrives. When the Audible Alerting option is turned off, the telephone does not ring when a call arrives, and the Visual Alerting option is automatically turned on.

### Procedure

1. Press the **Home** button.
  2. Scroll to **Call Settings**.
  3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Audible Alerting**.
  5. To turn audible alerting on or off, do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
    - Press the right or left navigation arrow.
  6. Press the **Save** softkey to save your changes.
- 

---

## Setting the Audio Path option

### About this task

You can set the audio path of your phone so that when you initiate a call, the audio path automatically goes to either the speakerphone or your headset.

## Procedure

1. Press the **Home** button.
  2. Scroll to **Call Settings**.
  3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Audio Path**.
  5. To set the audio path to headset or speaker, do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
    - Press the right or left navigation arrow.
  6. Press the **Save** softkey to save your changes.
- 

---

# Setting the telephone screen behavior

## About this task

When the Show Phone Screen option is turned on, and an incoming call arrives, the telephone display will exit the contacts application, call log, or any menu that is open. If you want to remain in the contacts application, call log, or menu when an incoming call arrives, turn this option off.

## Procedure

1. Press the **Home** button.
  2. Scroll to **Call Settings**.
  3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Show Phone Screen**.
  5. To turn the Show Phone Screen option on or off, do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
    - Press the right or left navigation arrow.
  6. Press the **Save** softkey to save your changes.
-

---

## Setting the telephone behavior when making a call from your contacts list

### About this task

When the Stay in Contacts option is turned on, and you make a call from your contacts list, the telephone will stay in the contacts application. If you want the telephone to exit the contacts application when you make a call from your contacts list, turn this option off.

### Procedure

1. Press the **Home** button.
  2. Scroll to **Call Settings**.
  3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Stay in Contacts**.
  5. To turn the Stay in Contacts option on or off, do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
    - Press the right or left navigation arrow.
  6. Press the **Save** softkey to save your changes.
- 

---

## Setting the call history feature

### About this task

You can set the call history feature to log answered, unanswered, outgoing, or bridged calls. The option to log bridged calls is available only if your telephone is configured with bridged call appearances. You can turn call logging on or off for any of these call types.

### Procedure

1. Press the **Home** button.
2. Scroll to **Applications Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Do one of the following:

- a. To turn the Log Answered option on or off, with this option selected, do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

When set to **On**, all answered calls are stored in the call history.

- b. To turn the Log Unanswered option on or off, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

When set to **On**, all unanswered calls are stored in the call history.

- c. To turn the Log Outgoing option on or off, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

When set to **On**, all outgoing calls are stored in the call history.

- d. To turn the Log Bridged option on or off, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

When set to **On**, all incoming and outgoing calls on bridged call appearances are stored in the call history.

 **Note:**

The Log Bridged option is available only if your telephone has bridged call appearances.

5. Press the **Save** softkey to save your changes.
  6. To turn call logging on or off for another call type, repeat Steps 3 through 5.
- 

---

## Customizing button labels

### About this task

You can customize the button labels on your telephone. Availability of this feature depends on how your telephone is administered. See your system administrator for more information.

### Procedure

1. Press the **Home** button.
  2. Scroll to **Applications Settings**.
  3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Personalize Labels**.
  5. Press the **Change** softkey or the **OK** button.
  6. Press the call appearance/feature button of the button you want to relabel. To go to the next page, use the right and left navigation arrows.
  7. Use the dialpad to enter the new label.
  8. Press the **Save** softkey to save your changes.
  9. To relabel another button, repeat Steps 6 through 8.
  10. When finished, press the **Back** softkey.
- 

---

## Restoring default button labels

### About this task

If the button labels on your telephone have been customized, you can restore the default button labels. Availability of this feature depends on how your telephone is administered. See your system administrator for more information.

### Procedure

1. Press the **Home** button.
2. Scroll to **Applications Settings**.



3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Restore Default Labels**.
  5. Do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
  6. Press the **Default** softkey to change the labels back to their defaults.
- 

---

## Adjusting the brightness of the telephone display

### Procedure

1. Press the **Home** button.
  2. Scroll to **Screen & Sounds**.
  3. Press the **Select** softkey or the **OK** button.
  4. Select **Brightness**.
  5. Do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
  6. To adjust the brightness of the telephone display, scroll to the right or left.
  7. Press the **Save** softkey to save your changes.
- 

---

## Adjusting the contrast of the telephone display

### Procedure

1. Press the **Home** button.
2. Scroll to **Screen & Sounds**.
3. Press the **Select** softkey or the **OK** button.

4. Scroll to **Contrast**.
  5. Do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
  6. To adjust the contrast of the telephone display, scroll to the right or left.
  7. Press the **Save** softkey to save your changes.
- 

---

## Changing the ringing pattern

### Procedure

1. Press the **Home** button.
2. Scroll to **Screen & Sounds**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Personal Ringing**.
5. To select the ringing pattern, do one of the following:
  - Press the **Change** softkey.
  - Press the **OK** button.
  - Press the associated call appearance/feature button.
  - Press the right or left navigation arrow.

There are eight personal ringing patterns from which to choose.

6. To listen to the selected ringing pattern, and press the **Play** softkey.
  7. Press the **Save** softkey to save your changes.
-

---

## Setting the Button Clicks option

### Procedure

1. Press the **Home** button.
  2. Scroll to **Screen & Sounds**.
  3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Button Clicks**.
  5. To turn the button click sounds on or off, do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
    - Press the right or left navigation arrow.
  6. Press the **Save** softkey to save your changes.
- 

---

## Setting the Error Tones option

### Procedure

1. Press the **Home** button.
  2. Scroll to **Screen & Sounds**.
  3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Error Tones**.
  5. To turn the error tones on or off, do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
    - Press the right or left navigation arrow.
  6. Press the **Save** softkey to save your changes.
-

---

## Erasing customized settings

### About this task

Use the Erase option to erase some or all of your customized settings, including entries in your contact list, call history, language, and options such as customized ring tones and audible alerts.

### Procedure

1. Press the **Home** button.
2. Scroll to **Advanced Options**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Erase**.
5. Press the **Select** softkey or the **OK** button.
6. To erase all entries in your contact list:
  - a. With **Contacts** displayed, press the **Erase** softkey or the **OK** button.
  - b. Press the **Erase** softkey or the **OK** button again to confirm.
7. To erase all entries in your call history:
  - a. Scroll to **History**.
  - b. Press the **Erase** softkey or the **OK** button.
  - c. Press the **Erase** softkey or the **OK** button again to confirm.
8. To erase user labels:
  - a. Scroll to **User Labels**.
  - b. Press the **Erase** softkey or the **OK** button.
  - c. Press the **Erase** softkey or the **OK** button again to confirm.
9. To erase your customized settings (excluding language and contrast) and return them to the default values:
  - a. Scroll to **Options**.
  - b. Press the **Erase** softkey or the **OK** button.
  - c. Press the **Erase** softkey or the **OK** button again to confirm.
10. To erase your customized language setting and reset it to English:
  - a. Scroll to **Language**.
  - b. Press the **Erase** softkey or the **OK** button.

- c. Press the **Erase** softkey or the **OK** button again to confirm.
  11. To erase entries in your contact list and call log and all customized settings, including your customized language setting:
    - a. Scroll to **All**.
    - b. Press the **Erase** softkey or the **OK** button.
    - c. Press the **Erase** softkey or the **OK** button again to confirm.
- 

---

## Verifying telephone operation

### About this task

Use the Self Test option to verify the operation of the telephone's lamps and display components. This option also provides information regarding the telephone model, firmware version, bootloader version, language text file, and font files.

### Procedure

1. Press the **Home** button.
  2. Scroll to **Advanced Options**.
  3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Self Test**.
  5. Press the **Select** softkey or the **OK** button.
  6. Press the **Test** softkey to perform a self test of the telephone's lamps and display.
  7. Scroll through the menu to see the firmware version, bootloader version, language text file, font file versions, and button module.
  8. Press the **Done** softkey when finished.
- 

---

## Changing the telephone display language

### Procedure

1. Press the **Home** button.
2. Scroll to **Advanced Options**.
3. Press the **Select** softkey or the **OK** button.

4. Scroll to **Language**.
5. Press the **Select** softkey or the **OK** button.
6. Scroll up or down to select the desired language.

 **Note:**

Other languages may be available. Contact your system administrator.

7. Press the **Select** softkey or the **OK** button to change to the selected language.
- 

---

## Setting audio levels on the handset, headset, and speaker

Use the Audio option to enable optimum audio levels for different environments. Automatic gain control (AGC) helps to maintain a constant audio level by automatically increasing or decreasing the gain depending upon the signal level. For high level signals, the gain is reduced and for low level signals, the gain is increased. You can disable or enable this feature for the handset, headset, or speaker.

### Procedure

1. Press the **Home** button.
2. Scroll to **Advanced Options**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Audio**.
5. Press the **Select** softkey or the **OK** button.
6. Do one of the following:
  - a. To turn the Handset AGC option on or off, with this option selected, do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
    - Press the right or left navigation arrow.Set to **On** to enable AGC on the handset or set to **Off** to disable AGC on the handset. The default setting is **On**.
  - b. To turn the Headset AGC option on or off, scroll to this option, and then do one of the following:
    - Press the **Change** softkey.

- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

Set to **On** to enable AGC on the headset or set to **Off** to disable AGC on the headset. The default setting is **On**.

- c. To turn the Speaker AGC option on or off, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

Set to **On** to enable AGC on the speaker or set to **Off** to disable AGC on the speaker. The default setting is **On**.

- d. To set the Speaker Open option to Standard, More, or Less, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

Set to **Standard** to provide acceptable performance in most room environments; set to **More** for a quiet room that has little echo; or set to **Less** for a noisy room that has echo. The default setting is **Standard**.

- e. To turn the Headset Xmit NR option on or off, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

Set to **On** to enable headset transmit noise reduction or set to **Off** to disable headset transmit noise reduction. The default setting is **On**.

- f. To turn the Headset RCV Loud option on or off, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.

- Press the right or left navigation arrow.

Set to **On** to set the headset receive volume louder or set to **Off** to set the headset receive volume softer. The default setting is **Off**.

- g. To turn the Headset CC option on or off, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

Set to **On** to enable the call center audio mode or set to **Off** to disable the call center audio mode. The default setting is **Off**.

- h. To turn the Handset Xmit NR option on or off, scroll to this option, and then do one of the following:

- Press the **Change** softkey.
- Press the **OK** button.
- Press the associated call appearance/feature button.
- Press the right or left navigation arrow.

Set to **On** to enable handset transmit noise reduction or set to **Off** to disable handset transmit noise reduction. The default setting is **On**.

7. Press the **Save** softkey to save your changes.
8. To change the setting of another audio option, repeat Steps 3 through 7.
- 

---

## Setting the Remote Headset option

### About this task

If you want to make and answer calls using a wireless headset, turn this option on. This allows you to hear the DTMF tones on your wireless headset. You can use the wireless headset button or the **Headset** button on the telephone to make and answer calls using the headset.

When this option is turned off, you are still able to make and answer calls using your wireless headset, but you cannot hear the DTMF tones. In addition, you can use only the wireless headset button to make and answer calls, not the **Headset** button on the telephone.

 **Note:**

This feature is currently supported only by the wireless Plantronics Savi™ Office headset. Other wireless headsets are not supported. Unless you are using the wireless Plantronics



Savi™ Office headset, this option should be turned off. In addition, this option should be turned off if you are using a wired headset. The default setting for this option is off.

### Procedure

1. Press the **Home** button.
  2. Scroll to **Advanced Options**.
  3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Audio**.
  5. Press the **Select** softkey or the **OK** button.
  6. Scroll to **Remote Headset**.
  7. To turn the Remote Headset option on or off, do one of the following:
    - Press the **Change** softkey.
    - Press the **OK** button.
    - Press the associated call appearance/feature button.
    - Press the right or left navigation arrow.
  8. Press the **Save** softkey to save your changes.
- 

---

## Setting the Echo Cancellor option

The Echo Cancellor option allows you to enable a higher quality voice transmission (full duplex) when using the speakerphone. If the party you are talking to is having difficulty hearing you, and this setting was changed to OFF, turn this option ON.

### **Note:**

This option is available only on the 9408 telephone.

### Procedure

1. Press the **Home** button.
2. Scroll to **Advanced Options**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Audio**.
5. Press the **Select** softkey or the **OK** button.
6. Scroll to **Echo Cancellor**.
7. To turn the Echo Cancellor option on or off, do one of the following:

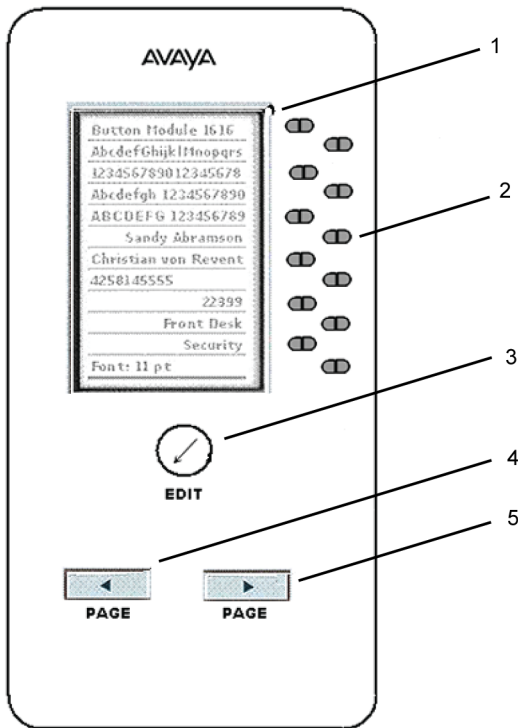
- Press the **Change** softkey.
  - Press the **OK** button.
  - Press the associated call appearance/feature button.
  - Press the right or left navigation arrow.
8. Press the **Save** softkey to save your changes.
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# Chapter 11: Using the BM12 button module

The BM12 button module extends the number of call appearances and feature buttons on your Avaya 9408 telephone. It provides 12 additional lines for incoming calls, outgoing calls, and call features. You can connect up to three BM12 button modules to the 9408 telephone. The BM12 button module cannot be used with the Avaya 9404 telephone.

Typical uses for the BM12 button module are to provide:

- additional lines for calls bridged from one or more other extensions,
- abbreviated dialing buttons, and
- buttons to access additional communication system features like call forwarding.



1	Button module display
2	Call appearance or feature buttons with LEDs
3	Edit button to change the labels for the call appearance or feature buttons
4	Left arrow button to locate the label you want to edit
5	Right arrow button to locate the label you want to edit

 **Note:**

Call appearances and features that appear on the button module display also appear on the display on your telephone.

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## Answering a call

- To answer a call using the speakerphone, press the flashing call appearance button on the button module.
- To answer a call using the handset, pick up the handset and then press the flashing call appearance button on the button module.

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## Making a call using an abbreviated dial button

### About this task

Abbreviated dial (AD) buttons provide one-button dialing of commonly called numbers. If your system administrator has set up AD buttons, you can press a single button on the button module to dial a number.

- To make a call using the handset, lift the handset and then press the button that corresponds to the name or number of the person you want to call.
- To make a call using the speakerphone, press the button that corresponds to the name or number of the person you want to call.

 **Note:**

If your system administrator has set up the Program Abbreviated Dialing feature on your telephone, you can program the numbers for AD buttons yourself. See your system administrator for more information.

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## Adjusting the brightness of the button module display

### Procedure

1. Press the **Home** button.
2. Scroll to **Screen & Sounds**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Brightness**.

5. Press the **Change** softkey or the **OK** button.
  6. Scroll to the appropriate BM12 module.
  7. Press the **Change** softkey or the **OK** button.
  8. To adjust the brightness of the button module display, scroll to the right or left.
  9. Press the **Save** softkey to save your changes.
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## Adjusting the contrast of the button module display

### Procedure

1. Press the **Home** button.
  2. Scroll to **Screen & Sounds**.
  3. Press the **Select** softkey or the **OK** button.
  4. Scroll to **Contrast**.
  5. Press the **Change** softkey or the **OK** button.
  6. Scroll to the appropriate BM12 module.
  7. Press the **Change** softkey or the **OK** button.
  8. To adjust the contrast of the button module display, scroll to the right or left.
  9. Press the **Save** softkey to save your changes.
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## Customizing button labels

### About this task

You can customize the button labels on the BM12 button module. Availability of this feature depends on how your telephone is administered. See your system administrator for more information. To restore the default labels on the button module, see [Restoring default button labels](#) on page 40.

### Procedure

1. Press the **Edit** button on the front of the button module.
2. Scroll to **Personalize Labels**.
3. Press the **Change** softkey or the **OK** button.

4. Scroll to the button you want to relabel.
  5. Press the **Change** softkey or the **OK** button.
  6. Use the dialpad to enter the new label.
  7. Press the **Save** softkey to save your changes.
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## Using the feature buttons

### About this task

Your button module might have feature buttons for features like Call Forwarding, Call Pickup, Go to Coverage, or Auto Callback.

### Procedure

To use a feature button, press the button next to the feature you want to activate.

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