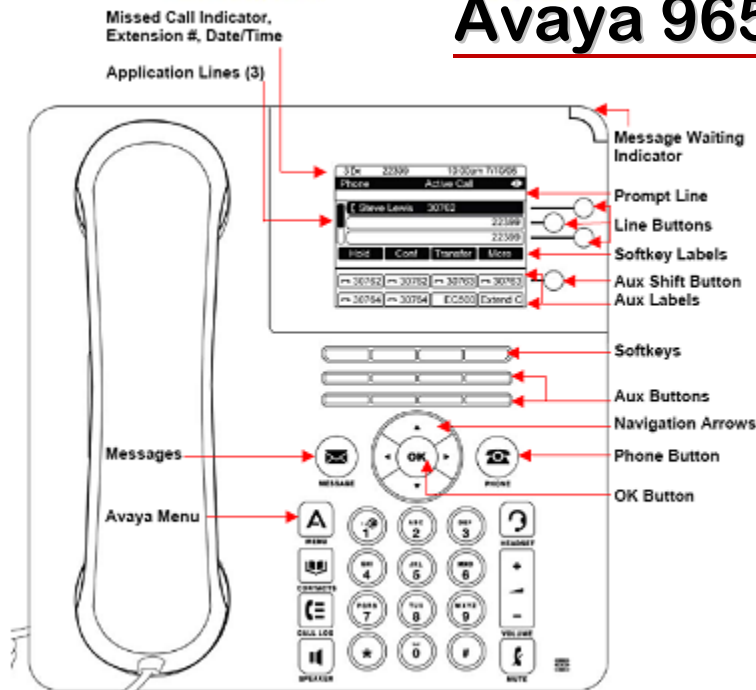# Avaya 9650 IP Phone User Guide



## Making a Call

1. Lift the handset, press [**Speaker**], or select an available line and press [**OK**] in the center of the phone.
2. Dial [**9**] followed by the number.

## Answering a call

1. Pick up the handset or,
2. Press the Speaker button located on the bottom of the left side of the phone or,
3. Press the black button ☜ underneath [**Answer**].
4. You may also press the black button ☜ underneath [**Ignore**] to stop the phone from ringing. The caller will still hear ringing and eventually go to voicemail.
5. Additionally, you may press the black button☜ [**ToVM**] to send the call directly to voicemail.

## Putting a Call on Hold (**Hold will appear on the bottom of the display once you are on an active call**).

1. Press the black button ☜ underneath [**Hold**]. (The [**Resume**] button will replace the [**Hold**] button on the bottom of the display.
2. Press the black button ☜ underneath [**Resume**] or use the up & down arrows ▲▼ in the center of the phone and press [**OK**].
3. To connect to another call while on a call make sure you sure you put the first call on hold first.
4. As soon as you put the first call on hold you can press the black button ☜ underneath [**Answer**] to answer the call.
5. You will then use the up & down arrows▲▼ in the center of the phone to retrieve the call from hold. You may either press the [**OK**] or the [**Resume**] button.

## Transferring a Call (**Transfer will appear on the bottom of the display once you are on an active call**).

1. Once you have the caller press the black button ☜ underneath [**Transfer**] and dial the telephone number, call the person from the Contacts list, or call the person from the Call Log list.
2. Press the black button ☜ underneath [**Complete**].
3. To cancel a transfer, press [**Cancel**] and use the up & down arrows ▲▼ to return to the caller.

## Conference Calls (With Conference you can have up to 6 people including yourself).

1. Once you are on active call, press the black button ☜ underneath [**Conference**].
2. Dial the telephone number, call the person from the Contacts list, or call the person from the Call Log.
3. Press the black button ☜ underneath [**Join**] to add the new person to the existing call.
4. If the person you are trying to contact is unavailable, press [**Cancel**] and return to the original caller.

5. Press the up & down arrows ▲ ▼ to return to the caller and press the button underneath [**Resume**] or press [**OK**] in the center of the phone.

6. To add additional people to you conference call, repeat steps 1 through 5.

<u>**Adding a person on hold to a conference call**</u>

1. Press the black button ☚ underneath [**Hold**] to put the existing call on hold.

2. As soon as you put the first call on hold you can press the button underneath [**Answer**] to answer the second call or press the RED ⭕ flashing button to the right of the display.

3. To join the two calls together press the black button ☚ underneath [**Conference**].

2. Press the RED ⭕ flashing button to the right of the display to retrieve the person on hold. Alternatively, you may also use the up & down arrows ▲ ▼ in the center of the phone. Press the button underneath [**Resume**] or [**OK**] in the center of the phone to select the caller on hold.

3. Press the black button ☚ underneath [**Join**] to conference in both callers.

*Disconnecting the last person from a conference call*

► Press the black button ☚ underneath [**Drop**].


<u>**Contacts**</u> (250 Entries)

*Calling a person from the Contacts list*

1. Press the [**Contacts**] button located next to the ④ key on the dial pad.

2. Press the white button ⭕ to select the person you wish to call. Alternatively, you may use the up & down arrows ▲ ▼ in the center of the phone to find the person you wish to call.

3. Press the black button ☚ underneath [**Call**] or [**OK**] in the center of the phone or press the White button ⭕ to select the person you wish to call.  .

4. If you have more than one number for a contact press the button underneath [**Details**] to view additional numbers you may have entered for that contact.

5. Use the up & down arrows ▲ ▼ in the center of the phone and then press the black button ☚ underneath [**Call**] or [**OK**] in the center of the phone to select the correct number you want to call.

*Adding a new contact (using the up & down arrows)*

1. Press the [**Contacts**] button located next to the ④ key on the dial pad.

2. Press the button underneath [**New**].

3. Enter the name using the dial pad but pressing the number keys multiple times until you see have the correct letter on the display.

► Pause before entering the next character if the characters are on the same key.

► Enter remaining letters or numbers.

► Press Bksp to delete the last character.

► Press the button underneath [**More**] --> Abc to change between upper and lower case letters or to  enter numbers.

► Press ABC again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.

► Press button underneath [**More**] --> Symbols to enter characters that are not on your dial pad.

► Select the symbol you want to use.

► Press [**OK**] in the center of the phone to select the symbol.

► Press the button underneath [**Clear**] to delete all text and start over.

► Select the next field.

► Enter the telephone number.

4. By using the up & down arrows ▲ ▼ in the center of the phone you can enter up to 2 more additional numbers per contact.

► Press the button underneath [**Save**] or [**OK**] in the center of the phone.

*Editing a contact*

1. Press the [**Contacts**] button located next to the ④ key on the dial pad.

2. Press the white button ⭕ to select the person you wish to edit. Alternatively, you may use the up & down arrows ▲ ▼ in the center of the phone to find the person you wish to edit.

3. Press the black button ☚ underneath [**More**] --> [**Edit**].

4. Choose the field you want to edit use the dial pad and softkeys to make changes to the contact information.

6. Press the black button ☚ underneath [**Save**] or [**OK**] in the center of the phone.


<u>**Call Log**</u>

*Calling a person from the call log*

1. Press the [**Call Log**] button.

2. Use the left or right arrows ◄ ► to select the list you wish to view i.e. Missed, Answered, and Outgoing.

3. Select the person or the number you wish to view or call.

4. If you want to view caller information, such as time and date press the black button ☚ underneath [**Details**] otherwise press the black button ☚ underneath [**Call**] or [**OK**] in the center of the phone.


*Adding an entry from the call log to your Contacts list*

1. Press the [**Call Log**] button.
2. Use the left or right arrows ◀ ▶ to select the list you wish to view i.e. Missed, Answered, and Outgoing.
3. Select the number you want to add to your Contacts list then press the black button ☛ underneath [+**Contact**].
4. Edit the name and telephone number, if necessary.
5. Press the black button ☛ underneath [**Save**].

**Setting Redial Options**
By default the system is set to redial the last number dialed. To change this option to view a list of resent numbers:
1. Press the [**Menu**] button located next to the ① key on the dial pad.
2. Select Options & Settings by pressing the White button ○ next to it, (You may also use the up & down arrows▲ ▼ in the center of the phone or press [**OK**] in the center of the phone).
3. Select Call Settings, (you may need to use the up & down arrows▲ ▼ in the center of the phone or press [**OK**] in the center of the phone).
4. Press the white button ○ next to [**Redial**] to change from [**One Number**] to [**List**]. (You may also use the up & down arrows▲ ▼ in the center of the phone to select [**Redial**], then press [**OK**] in the center of the phone.
5. Press the black button ☛ underneath [**Change**] from [**One Number**] to [**List**].
6. Press the black button ☛ underneath [**Save**].

**Turning Off Button Clicks**
1.  Press the [**Menu**] button located next to the ① key on the dial pad.
2.  Press the white button ○ next to option & settings, (You may also use the up & down arrows▲ ▼ in the center of the phone) and then press [**OK**] in the center of the phone.
2. Press the white button ○ next to select Screen & Sound, (You may also use the up & down arrows▲ ▼ in the center of the phone) then press [**OK**] in the center of the phone.
4. Use the up & down arrows▲ ▼ in the center of the phone to select [Button Clicks], then press [**OK**] in the center of the phone.
5. Press the black button ☛ underneath [**Change**] to turn sounds on and off.
6. Press the black button ☛ underneath [**Save**].

**Change Ring Pattern**
1. Press the [**Menu**] button located next to the ① key on the dial pad.
2. Press the white button ○ next to Screen & Sound, (You may also use the up & down arrows▲ ▼ in the center of the phone) and then press [**OK**] in the center of the phone.
3. Press the white button ○ next to Personalized Ringing, (You may also use the up & down arrows▲ ▼ in the center of the phone) and then press [**OK**] in the center of the phone.
4. Press the black button ☛ underneath [**Change**] to see a list of available ring patterns.
5. Press the black button ☛ underneath [**Play**] or [**OK**] to hear it again
5. Press the black button ☛ underneath [**Save**].

**Editing Button Labels**
1. Press the [**Menu**] button located next to the ① key on the dial pad.
2. Press the white button ○ next to Options & Settings, (You may use the up & down arrows▲ ▼ in the center of the phone) then press [**OK**] in the center of the phone.
3. Press the white button ○ next to [**Application Settings**], (you may need to use the up & down arrows▲ ▼ in the center of the phone) then press [**OK**] in the center of the phone.
4. Press the white button ○ next to [**Personalized Labels**]. Alternatively, you use the up & down arrows▲ ▼ in the center of the phone to select [**Personalized Labels**], then press [**OK**] in the center of the phone.
5. Select the button you wish to re-label by pressing the white button ○ next to it or you may press the right or left arrow ◀ ▶ from the navigation wheel.
6. Press the black button ☛ underneath [**Edit**].
7. Enter the new name in the Label field by using the dial pad but pressing the number keys multiple times until you see have the correct letter on the display.
8. Press the black button ☛ underneath [**Save**].

**Logging out your extension**
1. Press the [**Menu**] button located next to the ① key on the dial pad.
2. Press [**Log out**], then press the button underneath [**Enter**] or press [**OK**] in the center of the phone.
3. Press [**Log out**], to confirm.

**Logging in with your extension**
1. At the Login prompt enter your extension.

2. Press [**Enter**] or [**OK**].
3. Enter your password.
4. Press [**Enter**] or [**OK**].
**Note**: If the Login prompt is not displayed on the phone follow the steps from "Logging out your extension".

<p style="text-align:center"><b>**Additional Features**</b></p>

**Bridged Appearance** This feature is a copy of one of another User's Call Appearances, it can be used to make or receive calls on behalf of the owner of the Call Appearance.

**DND [Do Not Disturb]**  This feature allows you to send calls directly to VM
1. To activate press [**DND**]. When this feature is activated you will see an arrow ► next to the feature. You will hear a half ring as a reminder when a call comes in and [**DND**] is activated. When you pick-up the handset while [**DND**] is activated you will hear a stuttered dial-tone as another reminder, however you will still be able to make calls.
2. To deactivate press [**DND**] again.

**Direct to Voicemail**  This feature allows you to transfer calls to voicemail without ringing the other user's phone
1. Once you have the caller on the phone press [**Transfer**].
2. Press [**DirectVM**] or [**DVM**].
4. Wait for the announcement instructing you to enter the user's extension number.
3. Press [**Transfer**] right away.
*Call user's voicemail directly*
1. Pick up handset and press [**DirectVM**] or [**DVM**].
2. Wait for the announcement instructing you to enter the user's extension number.
3. Enter user's extension and leave a message after the tone.

**Call Park** This feature is a system hold, meaning a call can be put on hold and retrieved from any other extension within the office.
1. Whenever you receive a call and wish to Park it, press [**CPark1**] or [**CPark2**], [**CPark3**].
2. Because you parked the call you will see a diamond shape ⬥ next to park slot you selected. Everyone else will see an underline under the parked slot, i.e. **CPark1**.
**To retrieve the call from another extension**
1. Press the park slot that you were notified to retrieve, i.e. **CPark1**

**Call Forward** This feature allows you to forward your extension to another extension or an external number. Forwarding extensions to external numbers may vary per organizations based on their policies.
1. Press [**CFwd**].
2. On the bottom of the display enter the number you want to forward your extension. Remember if you are forwarding your extension to an external number enter [9] first.
3. After you have entered the number press the [#] sign or press the button next to [**Done**]. When this feature is activated you will see an arrow ► next to the feature. When you pick-up the handset while [**Cfwd**] is activated you will hear a stuttered dial-tone as another reminder. You will still be able to make calls.
**To deactivate Call Forward** press [**CFwd**] again.

*Note:* When you activated [**CFwd**] at a later time, the last number is will be saved. If this is not the number you want to forward you extension to, press the button next the >>> to clear the screen.