Avaya Campus PBX

8489611 10:12am 2/10

Phone Avaya-one-X
Press ◀▶ for Feature List

848-9611 (1)
848-9611 (2)
848-9611 (3)

Redial   Emerg.

> **All About Your Telephone**

Avaya 9611G
Desktop Telephone

Last Updated 03-2012

About Your Telephone

Your telephone provides many features, including a Phone screen for viewing and managing your calls, a Call Log, a Contact list (speed dial), a menu of options and settings, and access to your voicemail. The 9611G IP Telephone provides this information in color.
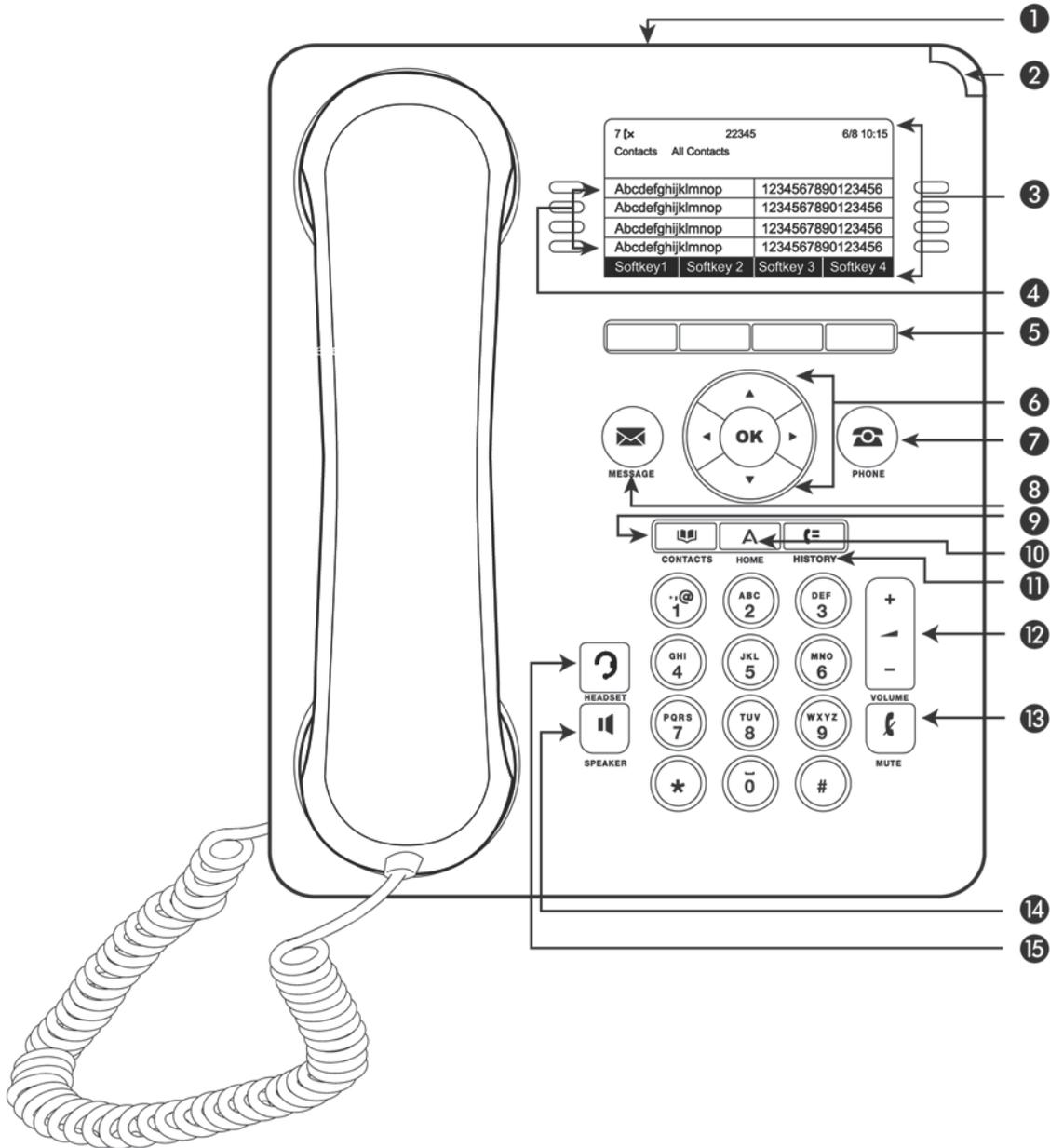
9611G IP Telephone Button/Feature Descriptions

Number	Name	Description
1	USB Port	You can recharge a battery-powered device using your phone's USB port. Connect the device to your phone with a USB cable to recharge it.
2	Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
3	Phone Display	The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view alternate screens or menus. The Status Line also provides messages related to the current application or the actions that must be performed on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your phone is administered.
4	Features and Call Line Appearances	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. In case of an incoming call, the green LED blinks. While the Deskphone is off hook, both the red and the green LED glow. Lines also indicate if a feature, is enabled or disabled in the Feature, view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.
5	Softkeys	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.
6	Navigation Arrows	Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.
6	OK	Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number.
7	Phone	Press Phone to view and manage your calls.
8	Message	Press the Message button to connect directly to your voicemail system.
9	Contacts	Press Contacts to view the entries in your contact list.
10	Avaya Menu	Press Avaya Menu to configure options and settings, access the browser, log out, or view network information.
11	Call History	Press History to view a list of your outgoing, incoming, and missed calls.
12	Volume	Press volume to adjust the volume of the handset, headset, speaker, and ringer.
13	Mute	Press Mute to mute a call in progress. To take a call off mute, press Mute

		again.
14	Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset and press Speaker.
15	Headset	Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.

Your Telephone Number

Your telephone number is displayed on the right-side of the screen as a 5-digit number within the yellow "Line Button" lines. If the first digit of the number is a 2, your phone number is 517-432-xxxx. If the first digit of the number is a 3, your phone number is 517-353-xxxx. If the first digit of the number is a 4, your phone number is 517-884-xxxx. If the first digit of the number is a 5, your phone number is 517-355-xxxx. You may have an additional local number assigned to your phone if you reside in Grand Rapids, Detroit or Macomb Community College.

For example, if your phone displays the number "31855", your phone number is 517-353-1855.

Scrolling and Navigation

When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

Use the up and down navigation arrows to scroll up or down through lists. Use the right and left navigation arrows to go to other screens when indicated by the Prompt 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 selected line is highlighted with a yellow highlight and a yellow carrot on the right side of the screen. The softkey labels will change according to the options available for the highlighted line. The OK button is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing OK places a call to that person.

Telephone Stand

Your telephone can be placed in two positions, a lower position and an upright position. To switch the phone from the lower position to the upright position (or visa versa), slide the stand to the left until it becomes loose and rotate the stand 180°. Line up the tabs on the back for the position you wish to keep and lock in place by sliding it right. If your phone is in the upright position, reverse the tab located below the switchhook in the top ear piece pocket (on the front of the phone). This will keep the handset seated in the correct position. You will need a small screwdriver to lift this tab out.

Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone. When you press the Avaya Menu button, you see the following menus.

Avaya Menu
> Options & Settings
> VPN Settings
>About Avaya one-X
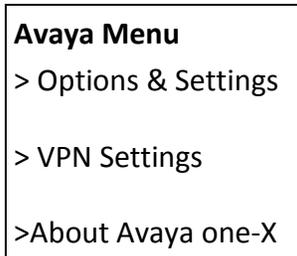
Options & Settings lets you change your call settings, personalize button labels, adjust brightness, select your ringing pattern, and more.

About Avaya one-X provides the release number of your telephone software.

Options & Settings

The Options & Settings menu contains choices for:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Application Settings includes choices for personalizing button labels, turning call logging on or off and including bridged calls in your call log.

Screen & Sound Options includes choices for adjusting your phone's brightness and contrast, ring pattern, language selection, and button clicks and tones.

Advanced Options includes choices for backing up and restoring your settings, options, and button labels. You can also set the Automatic Gain Control (AGC) for your handset, headset, and/or speaker audio.

Features Menu

The Features menu gives you access to advanced telephony features, such as Directory, Call Forwarding, Speed Dial, and Abbreviated Dial buttons. Directory allows you to dial other users on your system by name. You can use Send All Calls and Call Forward to have your incoming calls sent to other numbers. EC500 allows you to answer your incoming calls from your desk phone or another phone. Forwarding features are also listed in the Forward menu. The particular features available to you depend on what your administrator has assigned to your phone. The LED next to the feature name on the Feature menu indicates whether the feature is currently on or off. If the light is on and a check mark displays to the left of the feature label, the feature is on.

For more information about what features and options are available for your extension, contact MSU Telecom Systems at 3-5515. To access the Features menu from the Phone screen, scroll right to access the Features menu. When you want to return to the main Phone screen, press **Phone** or scroll to the left.

Conventions

Conventions Used in the Procedure Descriptions

Feature and **Feature xxxxx**	Each of these represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as **xxxxx**) or a person's name.
LWC CnLWC AutCB Timer	Information that is offset represents the display screen. The second line appearing on the display will most likely list the features you can access with the softkeys.
{handset tones}	The tone that appears in curly quotes after a step, such as {dial tone}, indicates what you should hear from your handset (or speakerphone) after successfully performing that step.

Special Instructions

Use the following special instructions for operating your telephone.

- To operate a feature, you must have the handset off-hook or the speaker or speakerphone on unless otherwise noted.

- If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and return to Step 1.

Feature Finder

Answer a Call

Provides the procedures for answering a call. When you receive an incoming call, 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 do not have the Go to Phone Screen on Ringing option enabled, you must press **Phone** to choose a line or view call options.

Make a Call

Provides procedures for making a call.

Redial

Permits you to redial a recently dialed number.

Hold

Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your telephone to perform another task. Use when you have a call you do not wish to drop, but which you have to interrupt briefly to do something else.

Mute

For turning off (and then back on again) the microphone so the other person on the call cannot hear you. If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

Bridged Calls

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

Transfer

Transfers a call from your telephone to another extension or outside number. Use when your caller needs to speak further with someone else.

Conference

Lets you speak with up to five people in 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.

Call Log

When you have one or more missed calls, the Call Log button lights and the Missed Calls icon and the number of missed calls display on the top line.

Contacts

Permits you to use your contact list as an address book. You can save up to 250 names and telephone numbers.

Call Forwarding All Calls

Allows you to set a number to which your calls will be forwarded, or turn off call forwarding if it is already on. You must enter the telephone number where the calls will be forwarded each time you use this feature. If call forwarding is turned on, a Forwarding icon ⎗appears on the top line of your display screen. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available to you, contact your system administrator.

Send All Calls

Sends your incoming calls directly to voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by MSU Telecom Systems. If the SAC feature is administered on your phone, a SendAll softkey appears on the Phone screen. Pressing SendAll turns Send All Calls on. If it is already on, pressing SendAll turns it off. You can also turn Send All Calls on or off by using the telephone Features list. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available to you, contact your system administrator.

Message

The lighted Message button and a red light on the upper right-hand corner of your telephone indicate when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Directory

Searches for the extension of another user in your location by allowing you to key in the user's name with the dial pad. Use as a handy quick reference source for extension number information.

Telephone Settings

Allows you to configure various settings to utilize advanced features of your telephone.

Answer a Call

To answer an incoming call:

1. **If you are not on another call**, lift the handset, or press the line button next to the incoming call or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.

   If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**.

   o   You are connected to the incoming call.

Note: To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes.

To send an incoming call directly to voicemail:

1. Press **To Vmail**.
   o   The incoming call goes directly to voicemail.

To ignore an incoming call:

1. Press **Ignore**.

o   The ringer is turned off for the currently incoming call.

Make a Call

To make a call:

1. If you are not on a call, dial the number you want to call.

   or, Lift the handset, press **Speaker**, or select an available line button, then dial the number you want to call.

   o   The call is placed.

To call a person from the Contacts list:

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.
   o   The number is dialed.

To redial a number:

1. From the Phone screen, press **Redial**.

   Note: The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.

2. If a list of the most recent numbers that you have dialed is displayed, select the one you want to redial.
3. Press **Call**.
   o   The number is redialed.

To call a person from the call log:

1. Press **Call Log**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.
   o   The number is dialed.

Redial

To redial a number:

1. From the Phone screen, press **Redial**.

   Note: The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.

2. If a list of the most recent numbers that you have dialed is displayed, select the one you want to redial.
3. Press **Call**.
   - The number is redialed.

Hold

To put a call on hold:

1. From the main Phone screen, select the line you want to put on hold.
2. Press **Hold**.
   - The call is placed on hold.

To retrieve a call from hold:

1. Press **Resume**.
   - The held call is retrieved.

Mute

To mute a call:

1. Press the **Mute** button.
   - The Mute button light turns on.
   - The other person cannot hear you.

To unmute a call:

1. Switch between the handset, headset, or speakerphone.

or, Press the **Mute** button again.

- o The Mute button light turns off.
- o The call is unmuted and the other person can hear you again.

Bridged Calls

To answer a call on a bridged line:

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

1. Select the bridged call that you want to answer.

   Note: The ringing line will be selected automatically if there are no other active calls. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).

2. Press **Answer**.
   - o You are connected to the incoming call.

To make an outgoing call on a bridged line:

Note: When you make a call on a bridged line, you are using another person's line. The caller ID will show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact MSU Telecom Systems.

1. Select the bridged line you want to use.
2. Press **OK**.

{dial tone}

3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
   - o The outgoing call is placed.

To join a call on a bridged line:

1. Select the line associated with bridged call in progress that you want to join.
2. Press **Bridge**.
   - o   You are connected to the call.

Transfer

To transfer a call:

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press **Complete**.
   - o   The call is transferred.

Conference

To add a person on hold to a conference call:

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.
   - o   The new person is added to the active call.

To set up a conference call:

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press **Join** to add the person to the existing call.
   - o   The new person is added to the active call.

To drop the last person added to conference call:

1. From the Phone screen, select your active call.
2. Press **Drop**.
   - o   The last person added to the conference call is dropped.

To drop a person from a conference call:

1. From the Phone screen, select your active call.
2. Press **More** then **Details**.
3. Select the person you want to drop.
4. Press **Drop**.
   - o   The selected person is dropped from the conference call.

To put a conference call on hold:

1. While you are on the conference call, press **Hold**.
   - o   The conference call is put on hold.
   - o   The other parties can still talk to each other.
2. Press **Resume** or **OK** to resume the conference call.

To retrieve a conference call from hold:

1. Press **Resume** or **OK**.
   - o   The conference call is retrieved from hold.

To mute a person on a conference call:

Note: The individual muting feature is not available on all phones. If you do not see **Silence** when you choose a person, you cannot mute that person.

1. During a conference call, from the Phone screen, press **More > Details**.
2. Select the person you want to mute.
3. Press **Silence**.
   - o   The person is muted.

To unmute a person on a conference call:

1. Press **Silence**.
   - o   The person is unmuted.

Call Log

To view the call log:

1. Press **History**.

   Note: You can go to the top of the list by pressing **History** again.

2. Scroll to the right or left to view separate lists of your answered, outgoing, or missed calls lists.

To view call log details:

1. Press **History**.
2. Select the number you want to view.
3. Press **Details**.
4. To return to the list view, press **Back**.

To call a person from the call log:

1. Press **History**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.
   - o   The number is dialed.

To add an entry from the call log to your Contacts list:

1. Press **History**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit the name and telephone number, if necessary.

5. Press **Save**.
   o The new entry is added to the Contacts list.

To clear all entries from the call log:

Clearing all entries from a call log might or might not delete all of the entries in every log. For example, if you are viewing the Outgoing Calls list, only outgoing calls are deleted from the call log. However, if you are viewing the All Calls list, pressing Clear All deletes all calls from the call log.

1. Press **History**.
2. Select the list you want to delete.
3. Press **More**.
4. Press **Clear All**.
   o The display requests confirmation.
5. Press **Clear All** again or **OK** to confirm.
   o All of the entries from the list you were viewing are deleted.

To remove an entry from the call log:

1. Press **History**.
2. Select the number you want to delete.
3. Press **More > Delete**.
   o The display requests confirmation.

   Note: If you want to cancel and exit this procedure press **Cancel**.

4. Press **Delete**.
   o The selected call log entry is deleted.

To toggle call logging on or off:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select the type of call logging you want to turn on or off.

Note: To turn logging of bridged lines on or off, select Log Bridged Calls and press **Change** or **OK**.

7. Press **Change** or **OK** to turn call logging on or off.
8. Press **Save**.

Contacts

To add a new contact:

1. Press **Contacts**.
2. Press **New**.
3. Enter the name using the dialpad.

   Note: 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. Enter remaining letters or numbers. If you want to delete the last character, press **Bksp**. 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 **Bksp** to remove the character to the left of the cursor. To change between upper and lower case letters, or to enter numbers, press **More > Abc**. To cycle through the options (Abc/123/abc/ABC), press **ABC** again to until the type you want to use is displayed. To enter characters that are not on your dialpad, press **More > Symbols** and select the symbol you want to use then press **OK** to select the symbol. To delete all text and start over, press **Clear**.

4. Select the next field.
5. Enter the (primary) telephone number.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, repeat Steps 5 through 7. You can add up to three numbers for this contact.
9. Press **Save** or **OK**.
   o The new contact is saved.

To add an entry from the call log to your Contacts list:

1. Press **History**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.

4. Edit the name and telephone number, if necessary.
5. Press **Save**.
   o The new entry is added to the Contacts list.

To edit an existing contact:

1. Press **Contacts**.
2. Select the contact you want to edit.
3. Press **More > Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** or **OK**.
   o Your changes are saved.

To delete a contact:

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More > Delete**.
   o The display prompts for confirmation.

   Note: If you want to exit this procedure and cancel the deletion, press **Cancel**.

4. Press **Delete**.
   o The selected contact is deleted.

To call a person from the Contacts list:

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.
   o The number is dialed.

To view Contacts details:

1. Press **Contacts**.

2. Select the contact you want to view.
3. Press **Details**.
   o The information available for that contact is displayed.

Call Forwarding All Calls

To turn call forwarding on:

1. Press the Right navigation button to access the Features menu.
2. Select **CFrwd** from the list.
3. Enter the number to which you want to forward your calls.

{confirmation tone}

   o All of your calls will be forwarded to the number you entered.

To turn call forwarding off:

1. Press the Right navigation button to access the Features menu.
2. Select **CFrwd**.
3. Press **Select** or **OK**.

{confirmation tone}

Send All Calls

To toggle Send All Calls on or off:

1. Press the Right navigation button to access the Features menu.
2. Select **SendAllCalls**.
3. Press **Select** or **OK** to turn Send All Calls on or off.

Message

To retrieve your messages:

1. Press the **Message** button or dial 2-2100. Alternatively, you can dial 517-432-2100 from any outside phone to get to your voicemail. There is a separate Voicemail Users Guide that covers the specific options for voicemail.
   o You are connected directly to your voicemail system.

Directory

To call a person from the directory:

1. From the Phone screen, scroll right to access the Features menu.
2. Select **Directory**.
3. Press **Select** or **OK**.
4. Use the dialpad keys to start spelling the last name of the person you want to call.

   Note: Press each dialpad key one time for each corresponding letter. For example, for "Hill," press 4, 4, 5, 5.

5. If you want to scroll to the next displayed name, alphabetically, select **Next**.
6. Press **OK**, or enter the next letter.
7. When the name you want is indicated, select **Make Call**.
8. Press **OK**.
   o The call is placed.

Telephone Settings

To set redial options:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Redial**.
7. Press **Change** or **OK** or the **Right/Left Arrows** to select either One Number and List.

   Note: If you select One Number, then Redial will automatically dial the last number you dialed. If you select List, then Redial will automatically display a list of the lat numbers you dialed and permit you to make a selection.

8. Press **Save**.
   o The redial option you selected is saved.

To change the ring pattern:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.

3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Personalized Ringing**.
7. Press **Change** or **OK** to see a list of the available ring patterns.
   - o Additional ring patterns are available by pressing the "Classic" or "Rich" softkey.
8. Select a ring pattern to listen to it. If you want to hear it again, press **Play** or **OK**.
9. To enable the current ring pattern on your phone, press **Save**.
   - o The new ring pattern is saved.

To toggle button click sounds on and off:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Button Clicks**.
7. Press **Change** or **OK** to turn sounds on or off.
8. Press **Save**.

To turn error tones on or off:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Error Tones**.
7. Press **Change** or **OK** to toggle error tones on or off.

   Note: If you turn error tones on, then your telephone will beep when you make a mistake or take an action that is not allowed.

8. Press **Save**.

To configure visual alerts:

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Visual Alerting.
7. Press **Change** or **OK** to turn Visual Alerting on or off.

   Note: When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash.

8. Press **Save**.

To set Go To Phone Screen on Calling:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Calling**.
7. Press **Change** or **OK** to set the option to Yes or No.

   Note: If you select Yes, then the Phone screen will automatically be displayed each time you place a call.

8. Press **Save**.

To set Go To Phone Screen on Ringing:

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Ringing**.

7. Press **Change** or **OK** to set the option to Yes or No.

   Note: If you select Yes, then the Phone screen will automatically be displayed each time you get an incoming call.

8. Press **Save**.

To adjust the brightness of the display:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound** Options.
5. Press **Select** or **OK**.
6. Select **Brightness**.
7. Press **Change or OK**.
8. Select **Phone** or an SBM24 Module.
9. Scroll to the right or left to adjust the brightness.
10. Press **Save** or **OK**.
    o The brightness setting is saved.

To configure the call timers:

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

1. Press **Avaya Menu**.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Display Call Timers.
7. Press **Change** or **OK** to toggle the call timer display on or off.
8. Press **Save**.

To edit the button labels:

Note: You can change the labels that are displayed for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to "My Line."

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select **Personalize Labels**.
7. Press **Change** or **OK**.
8. If the label you want to edit is on the Features menu, scroll right to access the Features menu.
9. Select the label you want to edit.
10. Press **Edit**.
11. Edit the label.

    Note: You can press **Clear** to clear all text fields and start over.

12. Press **Save** or **OK**.

To restore the button labels to their default labels:

1. Press **Avaya Menu**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select **Restore Default Button Label**.
7. Press **Change** or **OK**.

Dialing Numbers while on Campus

When using your Avaya telephone please use the dialing rules described below. If, at any time, you hear an additional dial tone after you have finished dialing you may not have permission to dial the number from your phone. You may need to talk to your department administrator or MSU Telecom Systems in order to get the permissions to dial long-distance or international numbers.

Dialing Emergency numbers

- If you have an emergency, simply dial 911.
- Non-Emergency calls for the Campus Police should dial 5-2222, or if you are not on the East Lansing campus, press the "Emerg." Button.

Dialing On-campus numbers

- Simply dial the last 5-digits of the person's phone number. For example, if their phone number is 517-355-1855, dial 5-1855. These calls are toll-free.
- You will *not* be able to dial numbers that start with 432, 353, 884 and 355 by dialing their 7-digit local numbers. For example, if you attempt to dial 8-355-1855, the call will NOT be completed. Please dial the last 5-digits of the number

Dialing Local numbers

- Dial 8, and then the number as if you were to dial it from a home phone, leaving off the area code. For example, if the number you are dialing is 517-333-1800, dial 8-333-1800. These calls are charged as a local call.

Dialing Long Distance numbers

- Dial 8, 1, the area code, and then the phone number. For example, if the number you are dialing is 815-544-2424, dial 8-1-815-544-2424. These calls are charged by the minute as long-distance calls.

Dialing International numbers

- Dial 8, 011, the country code, the city code and then the number. For example, if the number you are dialing is in Germany (Country Code 49), in Frankfurt (City Code 69), with a number of 75350, dial 8-011-49-69-75350. These calls are charged by the minute, at the current international rate for that country. Please call MSU Telecom Systems at 3-5515 to find out the current rate for a country.

Campus Operator and Information Services

- You can dial zero (0) from your phone to be connected to the campus operator. They can help you look up phone numbers of individuals or departments on campus, 24 hours a day, 7 days a week.

Tones and Their Meanings

Ringing tones are produced by an incoming call. **Handset tones** are those which you hear through the handset.

Ringing Tones

- **1 ring** - A call from another extension.
- **2 rings** - A call from outside or from the attendant.
- **3 rings** - A priority call from another extension, or from an Automatic Callback call you placed.
- **ring-ping (half ring)** - A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

Handset Tones

- **busy signal** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting ringback tone** - A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.
- **call waiting tone** - One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
- **confirmation tone** - Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage tone** - One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** - A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** - An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **recall dial tone** - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** - A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
- **ringback tone** - A low-pitched tone repeated 15 times a minute; indicates the telephone dialed is being rung.

Troubleshooting

Problem	Solution
A feature does not work as noted in the book.	1. Reread the procedure and try again. 2. For many features you must lift the handset before you can use the feature. 3. Check with MSU Telecom Systems at 3-5515 for more information about this feature.
The telephone does not ring.	1. Set the ringer volume to a higher level. 2. Place a test call from another extension to your extension. 3. If there is still a problem, contact MSU Telecom Systems at 3-5515 to open a service call to have the problem corrected.

Glossary

activate

To begin or turn on the operation of a feature.

call appearance button

A button used exclusively to place, receive, or hold calls. It has an assigned extension number and is equipped with a red in-use light and a green status light.

dial pad

The 12 pushbuttons that you use to dial a number and access features.

extension

A dialing number 5 digits assigned to each phone connected to the MSU Telephone System

feature

A special function or service, such as Conference, Hold, Send All Calls, etc.

feature code

A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

handset

The handheld part of the telephone that you pick up, talk into, and listen from. This is sometimes called the "receiver".

off-hook

When the handset is removed from the cradle (for example, when you lift the handset to place or answer a call), or speaker is on.

on-hook

When the handset is left on the cradle, and speaker is off.

party

A person who places or answers a call.

pickup group

A group of telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

ringer

The device that produces the electronic ringing sound in your telephone.

Switch / PBX

The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or Centrex.