



AVAYA IP OFFICE 9504

DESK PHONE

USER MANUAL

February 2022

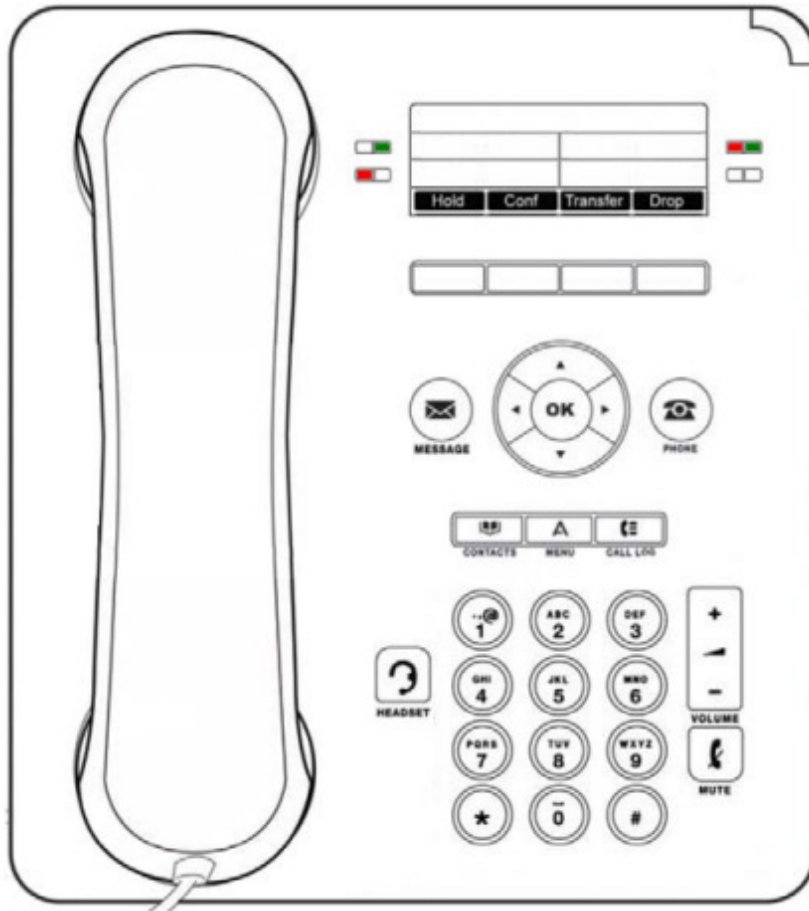
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TELEPHONE KEYS AND FEATURES

MESSAGE LAMP /RINGING INDICATOR: ON: Indicates new messages in your voicemail box, flashing indicates a ringing call

DISPLAY: shows call information, details on system features and call appearance Keys

CALL APPEARANCE OR FEATURE KEYS (24): Press left/right arrow keys to see 2 additional screens

These Keys have four roles

CALL APPEARANCE KEYS: Allow you to handle multiple calls.
Used to Make or Receive Internal and External Calls

FEATURE KEYS: Features and menus are accessed by pressing these Keys

HUNT GROUP KEYS: Rings and/or flashes for "group" calls, ie: Departmental or main numbers

USER KEYS: Show appearance of other users extensions and indicate status
Slow Flash indicates ringing call
Fast Flash indicates on a call
Solid Red indicates DND

DISPLAY INDICATORS STATUS SOFTKEY

Appear on your display to indicate the Status of your phone
Indicates a change in the State of your phone: Do Not Disturb, Forwarded, etc
Press **STATUS** Softkey for more information

CONF 100 Indicates you are part of a system conference call, whether you initiate it or not

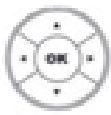
NO USER The extension is not currently logged on

OUT OF SERVICE Displays if one or more hunt groups is in out of hours (night) mode

G (GROUP) You are a member of a group

N Phone is in DND Mode

D Phone is forwarded



NAVIGATION KEYS: Scrolls through Call Appearance, Feature Keys, menus, call logs and speed dial lists. Use Up/Down Arrow Keys to Scroll one key at a time or Left/Right arrows to scroll one Screen at a time.
OK KEY: Confirms menu choices.



PHONE KEY: Used to exit any menu, or return display to phone screen.



MESSAGE: Accesses the voicemail system, illuminates when you have new messages.



CONTACTS: Accesses personal and shared directories.



MAIN MENU/HOME: Accesses a list of options and settings to customize your phone.



RECENTS (CALL LOG/HISTORY): displays a record of most recent answered, missed and outgoing calls. Illuminates when you have new missed calls.

When you have new missed calls, the number of missed calls will appear in the top of your display.



HEADSET: Switches calls from handset to headset. Key is illuminated when headset is active.



SPEAKER: Used to make or answer any call without lifting Handset. illuminated when speaker is active.



VOLUME: Controls Ringer, Speaker, & Incoming Voice Levels over Handset/Headset.



MUTE: Turns the Microphone off or on when you are on a call. Lamp is lit when in use, caller cannot hear you.

SOFTKEY LABELS: appear on the display to indicate features that can be activated by pressing the keys directly below.



SOFTKEYS: Appear below the Softkey labels on display and access features displayed on the label above them. These features change based on the current state of the phone. IE: idle, ringing, on an active call, etc.

IDLE STATE: The following Softkeys appear when your phone is idle.

- + **REDIAL:** Displays a list of outgoing numbers from your call log allowing you to dial from that list.
- + **FEATURES:** displays a scrollable list of available features and user settings.

RINGING STATE: The following Softkeys appear when your phone is ringing.

- + **ANSWER:** Answers ringing call on hands free or turns a page call into a two-way conversation.
- + **TO VM:** Sends a ringing call to your voicemail.
- + **IGNORE:** Quiets the ringer for current ringing call. Call will continue to flash until answered goes to voicemail.
- + **DROP:** When your phone is ringing DROP will send the caller directly to voicemail.

PLACING AN EXTENSION CALL: The following Softkeys appear when you are placing a call to an internal extension.

- + **CALLBACK:** Set an automatic Callback on the user set that you have called. When they next end a call, the telephone system will call you and when you answer, automatically make a call to the user.
- + **DROP:** When you are dialing, DROP will disconnect you.

CONNECTED TO A CALL: The following Softkeys appear when you are connected to a call.

- + **HOLD:** Places a call on an exclusive hold to your phone.
- + **CONFERENCE:** Puts your current call on hold and presents dial tone to add another party to a conference.
- + **TRANSFER:** Puts your current call on hold and presents dial tone so you can transfer the call to another extension.
- + **DROP:** When you are connected to a call, DROP will disconnect you.

NOTE: as you complete the process of **TRANSFER** and **CONFERENCE** additional Softkeys appear as well as when you are in Menus and Lists on the display.

CALL PROCESSING

ANSWERING AND PLACING CALLS

TO ANSWER INCOMING CALL: *Phone rings-Indicator Flashes Slow.*
Lift Handset or Press **SPEAKER** Key or Press **ANSWER** Softkey.

NOTE: To quiet a ringing call, Press **IGNORE** Softkey.
To send a ringing call to Voicemail, Press **TOVM** Softkey.

TO ANSWER SECOND CALL: Press Call Appearance Key of new call, first call automatically holds.

TO PLACE A CALL: Lift Handset or Press **SPEAKER** Key
Internal: Enter **EXTENSION** Number.
External: Enter dialing prefix (typically 8 or 9) 1 area code and number.

TO PLACE A SECOND CALL: Press available Appearance Key, first call automatically holds.
Enter Number.

SPEAKER: Press to make or answer any call without lifting the Handset.

TO SWITCH TO SPEAKER FROM HEADSET/HANDSET: Press **SPEAKER** Key. Replace Handset in Cradle.

TO RESUME PRIVACY: Lift Handset or Press **HEADSET** Key.

TO END SPEAKERPHONE CALL: Press **SPEAKER** Key or **DROP** Softkey.

MUTE: Turns off your Microphone (Speaker, Handset and Headset) to allow you to speak privately.
Caller cannot overhear office noise/conversation.

TO USE: Press **MUTE** Key *Key lights, speak privately.*

TO RESUME CONVERSATION: Press **MUTE** Key again.

HOLD: Places active call on hold. This is an exclusive hold to your telephone. No one else can retrieve it.

TO HOLD A CALL: Press **HOLD** Softkey. Indicator lamp flashes fast.

TO RETURN TO CALLER: Press Flashing Call Appearance Key.

AUTOMATIC HOLD: When you select another Call Appearance Key, or use certain features, the line that you are already speaking on will be placed on hold automatically without pressing the **HOLD** Key.

TRANSFER: Allows you to connect your call to someone else (With call on line)
Press **TRANSFER** Softkey, call is automatically held.
Enter **EXTENSION** Number.

Blind Transfer: Press **COMPLETE** Softkey, call is connected.

Or

Announced: Wait for party to answer, (speak privately), Press **COMPLETE** Softkey.

TO COMPLETE TRANSFER: Press **COMPLETE** Softkey, call is connected, hang up.

TO RETURN TO HELD CALL: Press **CANCEL** Softkey, disconnects you from party and reconnects you to caller.

TO DROP A CALL PARTY: Press **DROP** Softkey disconnects you from called party, caller stays on hold.

TO CONFERENCE ALL PARTIES: Press **CONFERENCE** Softkey all three parties are joined in a conference call.

NOTE: If you do not know the extension number, after you press **TRANSFER**, you can search in the directory.

TRANSFER TO VOICEMAIL: Sends a caller directly to voicemail without ringing the phone.

Press **TRANSFER** Softkey, call automatically held.

Enter **#** sign and extension number.

Press **COMPLETE** Softkey *immediately.*

ADHOC CONFERENCE: Allows you to add multiple parties to a call (With call on line)
Press **CONFERENCE** Softkey, first call automatically holds, you hear dial tone.
Enter Second Number (internal or external).
IMPORTANT: *Wait for answer and announce conference.*
Press **CONFERENCE** Softkey again. All parties are connected.

- + To add additional parties, repeat above procedure.
- + To drop yourself from the conference, Hang up.
- + To Drop another member from the conference:
 - Press **DETAILS** Softkey, display gives participant information.
 - Press **Up/Down Arrow** Keys to scroll through participants.
 - Press **DROP** Softkey to drop desired participant.
- + To Mute another member, Press **MUTE** Softkey.
- + To Mute yourself, Press **MUTE** fixed key.

IF CALLED PARTY DOESN'T ANSWER/BUSY: To return to original call
Press **CANCEL** Softkey or **CALL APPEARANCE** key of the held line (fast green flash).

NOTE: The number of external callers you can bring into this type of conference is dependent upon the type of service from your dial tone provider. Check with your system administrator.

ADDITIONAL FEATURES

NOTE: You may need to scroll by pressing the right and left arrow keys to see additional features.

CALL PARK: Allows you to place a call on hold in the system and assign it to a Call Park Slot.
Call can be retrieved from any telephone in the system by pressing associated Call Park Slot Key.

TO PARK: With caller on line Press Available **CALL PARK** Key, Key lights green on your phone, red on others.
Advise person of Call Park Slot Number.

TO RETRIEVE: Lift Handset or Press **SPEAKER** Key
Press Applicable **CALL PARK** Key. Caller ID of held call is displayed.
Press **CONNECT** Softkey. You are connected to call, begin speaking.

NOTES: If parked call is not retrieved within a predetermined number of seconds, call will "Callback" to the phone it was parked from.

PAGING: Accesses Telephone or Overhead Speakers to make an Announcement.

TO USE: Lift Handset
Press **PAGE** Key or *631 and wait for tone.
Make Announcement.
Press **DROP** Key, Hang Up.

DO NOT DISTURB: Stops ALL Tones and Ringing, lets you work undisturbed.
Incoming callers either hear busy tone or are transferred to your voice mail.

TO PROGRAM: Press **DND** Key **STATUS** Softkey appears, N appears in Display, light next to **DND** lights

TO CANCEL: Press **DND** Key **STATUS** Softkey disappears, N Disappears, light goes out

NOTE: When certain features are active such as Do Not Disturb and Call Forward, a "stutter" dial tone is heard when you lift your receiver or press handsfree. This does not affect outcalling, it is just another indication there is a feature activated.

REDIAL: Displays the last 10 numbers dialed or Redials the last number dialed.
The redial function uses the outgoing call records stored in the call log.

TO USE: Press **REDIAL** Softkey.
Displays shows last 10 numbers dialed.
Use **UP/DOWN Arrow** Keys to highlight number you want to redial.
Press **CALL** Softkey.

TO VIEW CALL DETAILS: Call duration, number of times called and time of last call are displayed.
Press **DETAILS** Softkey.
Use **UP/DOWN Arrow** Keys to scroll through details about call.

USER PROGRAMMING

CALL FORWARD: Programs your phone to ring at another Extension.

TO PROGRAM: Press **CALL FWD** Key.

Enter **EXTENSION** Number of phone that you want calls forwarded to.

Press **SAVE** Softkey. **CALL FWD** Key lights, D appears in display.

TO CANCEL: Press **CALL FWD** Key, hear tone. **CALL FWD** Key light goes out, D disappears.

NOTE: A missed call will return to your voicemail as the call was originally intended for you.

GROUP PICK UP: Allows you to pick up another call you hear ringing in your group. (You must be programmed in a group by a System Administrator).

TO USE: Hear another phone ringing in your preprogrammed group.

Press **PICK UP** Key. Begin speaking, call is connected.

DIRECTED PICK UP: Allows you to pick up a "specific" extension you hear ringing

TO USE: Hear another phone ringing that is **not** in your preprogrammed group.

Press **DIRECTED PICK UP** Key.

Enter **EXTENSION** number you wish to pick up.

NOTE: All features may not be programmed on keys based on your Company's special needs. Features such as Call Forward and Call Pick Up can also be activated by pressing the **FEATURES** Softkey.

CONTACTS: Contains four preprogrammed directories and one 100 number personal directory that you program.

TYPES OF DIRECTORIES:

- + **ALL:** All directory entries (External, Personal, Users and Groups).
- + **EXTERNAL:** Entries stored by the system administrator to be used by all users.
- + **GROUPS:** Names and numbers of hunt groups on the telephone system.
- + **USERS:** Names and numbers of all users on the telephone system.
- + **PERSONAL:** Entries stored by you, to be used from your phone.

TO PROGRAM: *Leave Handset In Place*

Press **CONTACTS** Key

Press the **NEW** Softkey

Enter Name & Number (include the dialing prefix (typically 8 or 9), 1 and area code If required)

Press **SAVE** Softkey Information is automatically saved to your Personal directory.

To exit without making changes, press **CANCEL** Softkey.

TO USE: Press **CONTACTS** Key

Begin spelling name on dial pad (you can search by First or Last Name).

Lift your handset or Press the **CALL** Softkey, **SPEAKER** Key, **HEADSET** Key or the **OK** Key to call.

NOTE: When searching for a name in the contacts, only press a key once for each letter.
Example: when searching for Steven – Press 783836 (Not 7 four times to indicate S).

HISTORY/ CALL LOG: Accesses a list of your recent calls last 10 incoming, last 10 missed and last 10 outgoing.

TO USE: Press **CALL LOG** Key. *If you have new missed calls, the **CALL LOG** Key will be illuminated and LOG will open to missed calls.*

Use the **LEFT/RIGHT** Arrow Keys to scroll through **MISSED, ANSWERED, OUTGOING** or **ALL**

TO DIAL: Press **CALL** Softkey or **OK** to call the number shown in the display

TO SAVE A NUMBER AS A CONTACT:

Press **CALL LOG** Key.

Use **LEFT/RIGHT** Arrow Keys to Scroll through **ALL/MISSED/INCOMING/OUTGOING**.

Use the **UP/DOWN** Arrow Keys to scroll through records.

Press the **DETAILS** Softkey.

Press **MORE** Softkey then Press the **+CONTACT** Softkey.

Use the **UP/DOWN** Arrow Keys to switch between and edit the name and number include dialing prefix (typically 8 or 9) if needed.

Press **SAVE** Softkey, to cancel without saving press **CANCEL** Softkey.

NOTE: **MISSED CALL INDICATION** in upper left hand portion of display indicates the number of missed calls. ie: 4 [X .

TO CLEAR: Delete calls in missed call log by pressing **CALL LOG** Key.

Scroll to **MISSED CALLS**.

Press **MORE** Softkey then press **DELETE ALL** Softkey.

HOT DESKING: Allows you to log in your extension at another internal telephone set.

Moves the "features" from your phone to another internal phone, you must log in and out.

TO LOG OUT: At phone you are moving to

Press **HOT DESK** Key OR *36 to log out of current extension.

TO LOG IN: Press **LOGIN** Softkey.

Enter **EXTENSION** Number of phone you want moved.

Enter **PASSWORD** This is either the extension number or a number assigned by system admin.

Press **DONE** Softkey.

NOTES: When you log in at another telephone, it logs you out of your telephone.

When you log out of the phone you logged in to, it both phones should return to their original extension.

When Hot Desking to a different physical building, 911 calls will display the address of the phones "home" location.

MENU/HOME OPTIONS

NOTE: Menu options may vary slightly and may be limited to system administrator status.

USER OPTIONS AND SETTINGS

Call Settings

Display Call Timer	Adjusts whether ring/call time is displayed for calls
Visual Alerting	Controls light – when on light flashes for new incoming calls
Audio Path	Toggles between Headset and Speaker

Screen and Sound Options

Brightness	Adjust the display brightness
Contrast	Adjust the display contrast
Personalized Ringing	Selects different ring tone
Language	Select the language used for phone menus
Button Click	Turn the phone menu Key click on or off
Error Tones	Turn the phone menu error tones on or off

RINGS AND INDICATORS

SELECT RING TYPE Choose from 8 different ringtones to help distinguish your phone ringing from others.
Leave handset in place

Press **MENU/HOME** Key Display will Show Options and Settings

Press **SELECT** Softkey Display will show Screen/Sound Options, if not scroll to it

Press **SELECT** Softkey

Use **UP/DOWN** Arrow Keys to locate Personalized Ringing

Press **SELECT** or **CHANGE** Softkey

Use **UP/DOWN** Arrow Keys to listen to various selections

Press **SAVE** Softkey to set desired ring

Press **EXIT** or **PHONE** Key to return to the main screen

Your telephone rings differently for different types of calls

EXTERNAL Two Short rings Repeated (a new external call or a transferred external call)

INTERNAL Single ring Repeated

RINGBACK Single Ring followed by two short rings Repeated

ADJUST RING VOLUME Leave handset in place

You can adjust the volume while phone is ringing or idle

Press **PLUS/MINUS VOLUME CONTROL** Key to adjust the volume