INFORMATION TECHNOLOGY
LAWRENCE BERKELEY NATIONAL LABORATORY

BERKELEY LAB

U.S. DEPARTMENT OF ENERGY

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Telephone User Guide

9404 and 9408 Models

For additional information, please send email to TSC@lbl.gov *or call Telephone Services at 510-486-7997.*
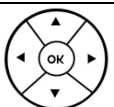
AVAYA **Introduction - the 9404 and 9408 Telephone**

Your telephone provides many features, including a Phone screen for viewing and managing your calls, a History Log, a Contacts list, a menu of options and settings, and access to your voice mail. Not all features included in this guide may be active on your phone set. To learn more, or to inquire about a feature you are interested in, please send email to TSC@lbl.gov or call x7997.

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Description of Features and Buttons

Use the table below for detailed descriptions of the buttons and features of your 9404 or 9408 telephone.

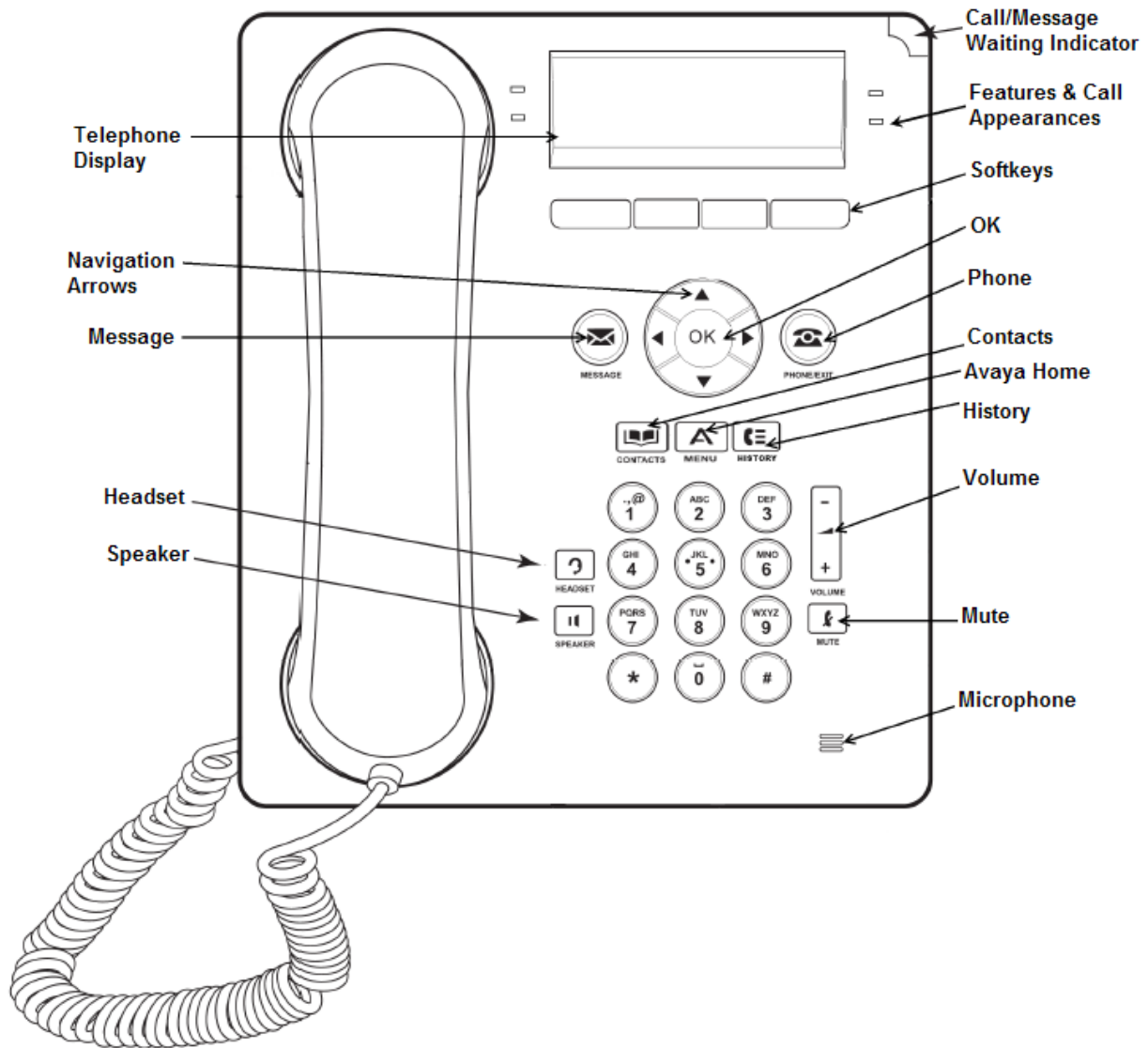| Name	Description
Call/Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voice mail messages waiting. This light also flashes when you receive an incoming call. In addition to the Message Waiting Indicator, the **Message** ✉ button is also illuminated when you have voice mail messages waiting.
Softkeys	Use the 4 softkeys located under the display 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 shown on the display.
Message	Press the **Message** ✉ button to connect directly to your voice mail.
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.
OK	Press the **OK** button for a shortcut to an action. For example, when you select a Contact or History entry, pressing OK dials the number.
Prompt Line	The prompt line is the area located at top of the phone display screen. Refer to this line to see when you can use the right or left navigation arrows to view alternate screens or menus.
Phone	Press **Phone** 📷 to return to the home screen of your display at any time.
Contacts	Press **Contacts** 📖 to view the entries in your contact list.
History	Press **History** 📋 to view a list of your outgoing, answered, and missed calls.
Missed Call Indicator	The **History** 📋 button is illuminated when you have missed calls. The light is turned off after the button is pressed and the missed call information has been viewed.
Home	Press **Home** 🏠 button to configure options and settings.
Volume	Press volume to adjust the volume of the handset, headset, speaker, or ringer.
Headset	Press **Headset** 🎧 to use the headset if it is connected.
Mute	Press **Mute** 🔇 to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press **Speaker** 🔊 to use. To take a call off Speaker, lift the handset or press Speaker.

9404 Telephone Buttons and Features

Refer to the table on the previous page for more detailed descriptions of the buttons and features shown.

- Call/Message Waiting Indicator
- Features & Call Appearances
- Softkeys
- OK
- Phone
- Contacts
- Avaya Home
- History
- Volume
- Mute
- Microphone
- Telephone Display
- Navigation Arrows
- Message
- Headset
- Speaker

9408 Telephone Buttons and Features

Refer to the table on the page 3 for more detailed descriptions of the buttons and features shown.

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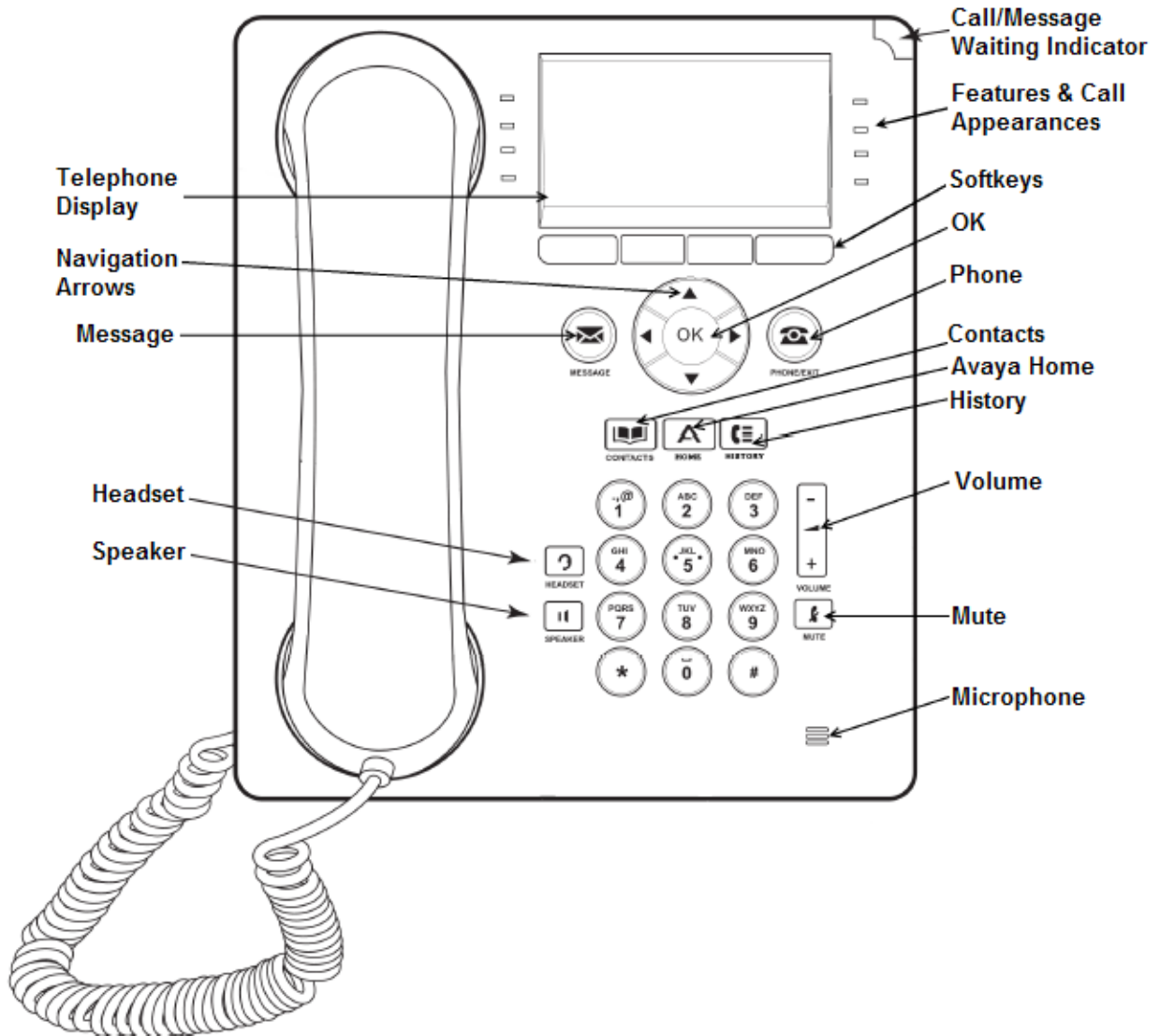
Description of Icons in the Display

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.
→(	History incoming call.
←(	History outgoing call.
◀ or ▶	Indicates feature button is active.
◀▶	Scroll left or right for other options.
↕	Scroll up or down for other options.

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Making and Receiving Phone Calls

When you receive an incoming call, the incoming call is usually selected automatically. 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.

Answer an incoming call in one of the following ways:
1. If you are not on another call, lift the handset, *or*
   a. Press **Speaker** (❚❚) to answer using the speakerphone, *or*
   b. Press **Headset** (🎧) to answer using the headset.
2. If you are on another call, press the button next to the line with the incoming call. Your *original* call will automatically be placed on hold.
3. You may now switch between your original call and your second call. Each party will always be placed on hold until you return to them.

Making a Call

1. Lift the handset, *or* press **Speaker** (❚❚) *or* select an available line.
2. Dial the telephone number, *or* use the **Contacts** (📖) list or **History** (📇) of outgoing calls.
   Note: See pages 10-11 for detailed use of your Contacts or History button.

Redialing a Number

1. From the Phone screen, press **Redial**.
   Note: The last number you dialed will now be called and will appear in the top left of your display. Redial will work for both internal and external calls.

Calling a person from the Directory

1. Press **Phone** (☎) to view the main Phone screen, if necessary.
2. Select **Contacts** key where it appears in your display.
3. Use the dial pad keys to start spelling the **last name** of the person you want to call.
   Note: Press each dial pad key only once for each corresponding letter. For example, for "Smith" press 7,6,4,8,4". Spelling the last name as completely as possible will give you a better match. Use the "Next" option to view the next available name in alphabetical order. Not all names can be found, however you can use the <u>Online Directory</u>.
4. Select **Next** to view the next name alphabetically in the directory, if necessary.
5. Select **Make Call** when you see the name you wish to dial.

Putting a Call On Hold

1. Press **Phone** (☎) to view the main Phone screen, if necessary.
2. Select the line you want to put on hold.
3. Select **Hold** button where is appears near the display. The light next to the line will flash.
4. Press the button next to the line again to retrieve the call.

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Transferring a Call

1. Press **Phone** 📞 to view the main Phone screen, if necessary.
2. Select the line with your active call that you wish to transfer.
3. Press **Transfer**. Your caller will be placed on hold.
4. As if dialing it directly yourself, dial the telephone number you will transfer your caller to. You may use your Outgoing Call History or Contacts to dial the number all as well.
5. Press **Transfer** again or simply hang up to transfer the call.
   Note: Prior to transfer, you may speak privately with your second dialed call if needed.

Muting a Call

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.

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

Forwarding Calls

Forward your incoming calls to another number using **Call Forward**. When this feature is in use, the display will show forwarding is active and the phone number where calls are forwarded to.

Call Forwarding

The Call Forward feature 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. As a reminder, the phone number where your calls are forwarded to will appear in your display when your Call Forward feature is on.

Turning On Call Forwarding

1. Press **Phone** 📞 to view the main Phone screen, if necessary.
2. Scroll right or left to access the Call Forward feature.
3. Select **Call Forward** button.
4. You will hear dial tone. Dial as you normally would if calling the number directly. ***Note: Three short tones will confirm it is on along with a light and triangle ▶ next to Call Forward.***

Turning Off Call Forwarding

1. Press **Phone** 📞 to view the main Phone screen, if necessary.
2. Scroll right or left to access the **Call Forward** feature.
3. Select **Call Forward** button.
4. The light next to Call Forward will turn off and the triangle ▶ will no longer appear.

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Remote Access to Call Forwarding (available only on request)

Turn your Call Forwarding feature on or off from the convenience of any phone. Using a private pin code assigned to you, follow the steps below to remotely control your Call Forwarding settings. You may set a number to which your calls will be forwarded, or turn off call forwarding if it is already on. As a reminder, the phone number where your calls are forwarded to will appear in your display when your Call Forward feature is on.

To Activate Call Forward Remotely

1. Dial the Remote Access number **510-486-7799**.
2. You will hear dial tone. Enter ***33** and you will hear dial tone.
3. Enter your **4-digit extension** then **press #**. You will hear silence.
4. Enter your **8-digit remote pin code** then **press #.** You will hear dial tone.
5. Enter the internal extension or 9+ for an external number to forward calls to.
6. Three short tones will confirm forwarding is ON.
7. You may now hang up.

To Deactivate Call Forward Remotely

1. Dial Remote Access number **510-486-7799.**
2. You will hear dial tone. Enter **#33#** and you will hear dial tone.
3. Enter your **4-digit extension** then **press #.** You will hear silence.
4. Enter your **8-digit remote pin code** then **press #.**
5. Three short tones will confirm forwarding is OFF.
6. You may now hang up.

Conference Calls

You can use conference calls to speak with up to **five** other people internal or external on the same call.

Making a Conference Call

1. Press **Phone** 📞 to view the main Phone screen, if necessary.
2. Select the line of your active call, then press **Conf.**
3. Dial the telephone number, *or* use the Contacts 📖 list or History 📒 of outgoing calls.
4. Press **Conf** to add the person to the existing call.
   Note: *See pages 10-11 for detailed use of your Contacts or History button.*

Adding a Person On Hold to Your 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 **Conf** to take the call off hold.
5. Your person has now been added to the conference call.

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Placing a Conference Call On Hold

1. Press **Hold** during a conference call.
   Note: When your conference call is on hold, the other parties can still talk to one another.
2. To resume the call, press the feature button next to the line that is conferenced.

Dropping a Person from a Conference Call

1. Press **Phone** (icon) to view the main Phone screen, if necessary.
2. Press Conf Display to view *and* scroll through the parties on the call.
3. Press **Drop** when you have scrolled to the name or number that you wish to drop from the call.
   Note: Other parties on the call can also view and drop callers using the same steps 1-3 above.

Muting a Conference Call

If a Conference 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 other parties can talk to one another, but you will not be heard.

1. Press **Mute** (icon) during a Conference Call so the other parties cannot hear you.
2. Press **Mute** (icon) again to unmute the call and allow other parties to hear you.

The History Log

You can use the History Log to view a list of your Missed, Answered, or Outgoing calls.

Viewing the History log

1. Press **History** (icon) button.
2. Scroll right or left to view separate lists of your Answered, Outgoing, or Missed calls.
3. Scroll up or down to view the numbers in a list.
4. Press **Details** to view details about the highlighted call.
   Note: You can go to the top of the list by pressing History (icon) button again.

Calling a Person in the History log

1. Press **History** (icon) button.
2. Scroll right or left to the **Outgoing** history list.
3. Scroll up or down to the person or number to call from this list.
4. Press **Call** or **OK** to dial the highlighted selection.

Adding an Entry from the History Log to Your Contacts

1. Press **History** (icon) button.
2. Scroll right or left to view separate lists of your Answered, Outgoing, or Missed calls.
3. Scroll up or down to view the numbers in a list.
4. Press **+Contact** to add the highlighted selection.
5. Edit name and telephone number, as desired.
   Note: When dialing externally you must dial a "9' first. If it was an external number that dialed you, edit the number in your call list by adding a "9" as the first digit.
6. Press **Save**.

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Removing an Entry from the History Log
1. Press **History** (icon) button.
2. Scroll right or left to view separate lists of your Answered, Outgoing, or Missed calls.
3. Scroll up or down to view the numbers in the selected list.
4. Stop at the number you want to delete and press **More,** then press **Delete**.
5. Press **Delete** again to confirm, *or* press **Cancel** if you do not want to delete it.

Clearing Entries from the History Log

Clearing the "All Calls" list from the History log deletes *all* of the entries in *all* lists. If you are viewing only the Outgoing Calls list, then only outgoing calls are deleted from the call log.
1. Press **History** (icon) button.
2. Scroll right or left to view separate lists of your Answered, Outgoing, or Missed calls.
3. Stop at the list you want to delete.
4. Press **More,** then **Clear All** to delete all of the entries in the list you are viewing.
5. Press **Clear All** again or **OK** to confirm.

Turning On/Off Call Logging

You can turn call logging on or off.
1. Press **Home** (icon) button.
2. Scroll to and then select **Application Settings**.
3. Scroll to select the logging type desired, then press **OK** or **Change** to switch on or off.
4. Press **Save**.

Contacts

You can save up to **100** names and telephone numbers in your list of Contacts.

Calling a person from the Contacts list

1. Press **Contacts** (icon)
2. Scroll down to browse all contacts *or* type the first letter of the contact's name.
3. Select the person or number.
4. Press **Call** or **OK**.

Viewing Contacts details

1. Press **Contacts** (icon)
2. Scroll down to browse all contacts *or* type the first letter of the contact's name.
3. Select the contact to view.
4. Press **Details** to see information for that contact.

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Adding a new contact

1. Press **Contacts** (📖)
2. Press **More,** then press **New**.
3. Enter the **Name** using the dial pad.
    i. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed. The number zero is used as a space key.
    ii. Pause before entering the next character if the characters are on the same key.
    iii. To change between upper and lower case letters, press **More**, then press **Abc**.
    iv. Press **Bksp** to delete the last character.
4. Scroll down to the **Number** field.
5. Enter the telephone number as if you were dialing it directly (dial 9 for outside calls, etc).
6. Press **Save**.

Editing a contact

1. Press **Contacts** (📖)
2. Scroll down to browse all contacts *or* type the first letter of the contact's name.
3. Select the contact to edit.
4. Press **More,** then press **Edit**.
5. Select the Name or Number field to edit it.
6. Use the dial pad and softkeys to make changes to the contact information.
7. Press **Save**.

Deleting a contact

1. Press **Contacts** (📖)
2. Scroll down to browse all contacts *or* type the first letter of the contact's name.
3. Select the contact to edit.
4. Press **More,** then press **Delete**.
5. Press **Delete** again to confirm.
    Note: If you press Cancel prior to pressing Delete, your contact information will not be removed.

Options & Settings

Setting Phone Screen on Calling

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

1. Press **Home** (Ⓐ) button.
2. Scroll to **Call Settings**.
3. Press **Select** or **OK**.
4. Scroll to **Show Phone Screen**.
5. Press **Change** or **OK** to switch on or off.
6. Press **Save**.

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Setting Visual Alerts

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.

1. Press **Home** Ⓐ button.
2. Scroll to **Call Settings**.
3. Press **Select** or **OK**.
4. Scroll to **Visual Alerting**.
5. Press **Change** or **OK** to switch on or off.
6. Press **Save**.

Setting Audible Alerts

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

1. Press **Home** Ⓐ button.
2. Scroll to **Call Settings**.
3. Press **Select** or **OK**.
4. Scroll to **Audible Alerting**.
5. Press **Change** or **OK** to switch on or off.
6. Press **Save**.

Setting the Headset or Speaker for Calls

You can set the audio path of your phone so that when you initiate a call, the speakerphone or your headset will automatically be used.

1. Press **Home** Ⓐ button.
2. Scroll to **Call Settings**.
3. Press **Select** or **OK**.
4. Scroll to **Audio Path**.
5. Press **Change** or **OK** to switch on or off.
6. Press **Save**.

Staying in the Contacts List After Making a Call

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

1. Press **Home** Ⓐ button.
2. Scroll to **Call Settings**.
3. Press **Select** or **OK**.
4. Scroll to **Stay in Contacts**.
5. Press **Change** or **OK** to switch between headset or speakerphone.
6. Press **Save**.

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Adjusting the brightness or contrast of the display

1. Press **Home** Ⓐ button.
2. Scroll to **Screen & Sounds**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound** Options.
5. Select **Brightness** *or* **Contrast**.
6. Press **Change** or **OK**.
7. Scroll to the right or left to adjust the brightness or contrast.
8. Press **Save** or **OK**.

Turning button click sounds on and off

1. Press **Home** Ⓐ button.
2. Scroll to **Screen & Sounds**.
3. Press **Select** or **OK**.
4. Scroll to **Button Clicks**.
5. Press **Change** or **OK** to turn sounds on or off.
6. Press **Save**.

Turning error tones on or off

Your telephone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

1. Press **Home** Ⓐ button.
2. Scroll to **Screen & Sounds**.
3. Press **Select** or **OK**.
4. Scroll to **Error Tones**.
5. Press **Change** or **OK** to turn error tones on or off.
6. Press **Save**.

Changing the ring pattern

1. Press **Home** Ⓐ button.
2. Scroll to **Screen & Sounds,** then press **Select** or **OK**.
3. Scroll to **Personal Ringing**.
4. Press **Change** or **OK** to hear the 8 available ring patterns.
5. Press **Save** to use the ringing pattern you are listening to.

Setting a Larger Display Font

1. Press **Home** Ⓐ button.
2. Scroll to **Advanced Options,** then press **Select** or **OK**.
3. Scroll to **Language**
4. **Scroll** to **English – Large Font**
5. Press **Select** or **OK**.

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Bridged Calls

Your phone may show one or more bridged (shared) lines on the display 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. Outgoing calls can be made on a bridged line when it is not in use.

Answering a Call on a Bridged Line

1. Select the bridged call that you want to answer.
   Note: The button label of the bridged line with the incoming call is highlighted and its LED flashes to identify which bridged line is ringing. The ringing line is selected automatically when there is no other active call. If you are on another call when a call comes in to a bridged line, you must select the ringing line (just as you would for an incoming call to a primary line).
2. Press **Answer** or press the flashing button.

Joining a Call on a Bridged Line

Simply select the bridged call in progress that you want to join and press **Bridge**.

Making an Outgoing Call on a Bridged Line

When you make a call on a bridged line, you are using another person's line. The Caller ID may show the call as coming from you or coming from the person whose line you are using.

1. Select the bridged line you want to use.
2. Press **OK** to get a dial tone.
3. Dial the telephone number, *or* use the **Contacts** (📖) list or **History** (📋) of outgoing calls.

Voicemail on a Bridged Line

If a bridged line has messages, your display shows a light next to the words "Msg" along with the bridged number.

1. To retrieve messages, **select one of the bridged lines** and press the **Message** (✉) button or dial **7100**.
2. You may be asked to enter your mailbox number and/or password, depending on your voice mail settings.

Call Park

The Call Park feature retrieves a call on hold from any other Avaya telephone within the system.

Parking a Call

1. Answer the call.
2. Scroll left or right to locate **Call Park** feature, then select it.
3. Use your 4-digit overhead paging number to announce the extension that has parked the call.

Retrieving a Parked Call

1. Press ***81** and you will hear a confirmation tone.
2. Enter the extension number that has parked the call.

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Speed Dial

Use the Speed Dial button to store a phone number you can quickly dial again when needed. The number of Speed Dial buttons available depends on your phone set type and features. This feature is standard on the 9408 model phone. To add this feature to your 9404 model phone, please send email to TSC@lbl.gov.

Programming Speed Dial

1. Press **Phone** 📞 to view the main Phone screen, if necessary.
2. Scroll right or left to access the **Abr Program** feature.
3. Select **Abr Program** button, followed by any button labeled **SD**. The display screen shows: "Enter number:".
4. Enter the number as you normally would if calling the number directly, using 9 or 9+area code if needed.
5. Press **#** key to **save.** *Three short tones play as confirmation.*
6. The number you entered now appears on that button.
   Note: A number can be changed using the same steps above. To erase a number, contact TSC at TSC@lbl.gov or x7997.

Call Timer

Use the Call Timer to see how long you are on a call. You can keep this on at all times or use per phone call.

Activate Call Timer

1. Scroll to the right to **Call Timer** then select it. The light turns green.
2. To deactivate press the **Call Timer** button. The light goes out.

Ringer Off

Use the Ringer Off to turn off the ringer on your phone. Your call will flash on your phone and you will page the calling party number at the top of the screen, when not private or blocked. If unanswered, the call will continue to flash then forward to voice mail.

1. Press **Phone** 📞 to view the main Phone screen, if necessary.
2. Scroll right or left to access the **Ringer Off** feature.
3. Select the **Ringer Off** button.
4. The light next to **Ringer Off** is now on and a triangle ▶ also appears to show the feature is on.
5. To turn off **Ringer Off**, push the button again. The light and triangle ▶ will go away.

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Voice Mail

Press the **Message** button to connect directly to your voice mail system. The lighted Message button and a red light on the upper right-hand corner of your telephone indicate when you have messages waiting.

Logging Into Voice Mail

3. To log in to your voice mail, press the **Message** ✉ button or dial **7100**.
4. Follow the prompts.
   Note: Depending on your specific voice mail settings, you may be asked to enter your mailbox number and/or password.

Sending Calls Directly to Voice Mail

1. Press **Phone** ☎ to view the main Phone screen, if necessary.
2. Scroll left or right to view phone features.
3. Select **SendAllCalls** button to send all incoming calls directly to voice mail.
4. The light next to SendAllCalls is now on and a triangle ▶ also appears to show the feature is on.
5. To turn SendAllCalls off, push the button again. The light and triangle ▶ will go away.