



# Avaya 9400 Series Quick Reference Guide

## Navigation tips

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

When you scroll to a line on the display, that line is selected.

The softkey labels change according to the options available for the line you select. The **OK** button is a shortcut for the default action.

For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

## Answering and making a call

### Answering a call

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

### Making a call

1. Do one of the following:
  - Lift the handset.
  - Press the **Speaker** button.
  - Press the **Headset** button.
- 2. Dial the number you want to call, use 5-digit extension or dial 8 if dialing an off campus number.

## Putting a call on hold

1. To put your active call on hold, press the **Hold** softkey.
2. To resume the call, press the call appearance button for the call on hold.

## Transferring a call

1. If the call you want to transfer is not your active call, press the call appearance button for the call you want to transfer.
2. Press the **Transfer** softkey.
3. Do one of the following:
  - Dial the telephone number.
  - Call the person from the contacts list.
  - Call the person from the call history.
4. Press the **Transfer** softkey to transfer the call.

## Using the conference feature

### Making a conference call

1. While active on a call, press the **Conf** softkey.
2. Do one of the following:
  - Dial the telephone number.
  - Call the person from the contacts list.
  - Call the person from the call history.
3. Press the **Conf** softkey to add the person to the existing call.

### Adding a person on hold to a conference call

1. Select the call appearance button for your active conference call.
2. Press the **Conf** softkey.

The active conference call is put on soft hold.

3. Press the call appearance button of the call on hold.

Be sure not to choose the call appearance button for the call that is on soft hold.

4. Press the **Conf** softkey again to add the person to the conference call.

### Dropping the last participant from a conference call

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

## Using Call Forwarding & Send All Calls

### Forwarding calls

1. To turn call forwarding on, press the **CFrwd** feature button. Listen for Dial Tone
2. Dial the number to which you want to forward your calls. Dial 8 if dialing an off campus telephone number
3. To turn call forwarding off, press the **CFrwd** feature button.

### Sending all calls

- Use like a Do Not Disturb button to send calls to voice mail. Press the SAC feature butto to activate.
- To turn the feature off, press the **SAC** feature button.

## Using the contacts feature

### Calling a person from the contacts list

1. Press the **Contacts** button.
2. Locate the contact you want by typing the first letter of the contact's name as it is listed.
3. Scroll up or down to select the person or number you want to call.
4. Press the **OK** button or the **Call** softkey.

### Adding a new contact

1. Press the **Contacts** button.
2. Press the **More** softkey then press the
3. Press the **New** softkey.
4. Enter the name using the dialpad. To enter characters using the dialpad:
  - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
  - If the characters are on the same key, pause before entering the next character.
  - To enter a space, press **0**.
  - Enter remaining letters or numbers.
  - To delete the last character, press the **More** softkey and then the **Bksp** softkey.
5. Press the down navigation arrow.
6. Enter the telephone number as you would if you were dialing it directly.
7. Press the **Save** softkey to save your changes.

### Editing a contact

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

## Using the call history feature

### Calling a person from the call history

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

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

1. Press the **History** button.
2. Scroll to the number you want to add to your contacts list.
3. Press the **+Contact** softkey.
4. To edit the name or number, scroll up or down and edit as appropriate.
5. Press the **Save** softkey to save your changes.

## Using the Avaya Home menu

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

**Call Settings** Lets you set the visual alerting, audible alerting, show phone screen, and stay in contacts options to on or off; and set the audio path to speakerphone or headset.

### Application Settings

Lets you turn call logging on and off for answered, unanswered, outgoing, and bridged calls; and personalize button labels or restore the default button labels.

**Screen & Sounds** Lets you adjust the display brightness and contrast, select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.

### Advanced Options

Lets you erase customized settings, perform a telephone self-test, select the display language, set audio levels for different environments, set the remote headset option, and enable a higher quality voice transmission.

**For more information** Contact MSU Telecommunication Systems at 353-5515 or visit us at [www.telecom.msu.edu](http://www.telecom.msu.edu)