



# **Avaya 9508 Series Digital Deskphone - User Guide for Integral 5**

16-603553  
Issue 1  
March 2011

## Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

## Full legal page information

For full support, please see the complete document, *Avaya Support Notices for Hardware Documentation*, document number 03–600759.

To locate this document on our Web site, simply go to <http://www.avaya.com/support> and search for the document number in the search box.

## Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

## Documentation disclaimer

“Documentation” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya’s agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

## Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

## Warranty

Avaya provides a limited warranty on its Hardware and Software (“Product(s)”). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support Web site: <http://support.avaya.com>. Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

## Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://SUPPORT.AVAYA.COM/LICENSEINFO/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT

TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. “Designated Processor” means a single stand-alone computing device. “Server” means a Designated Processor that hosts a software application to be accessed by multiple users. “Software” means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. “Hardware” means the standard hardware originally sold by Avaya and ultimately utilized by End User.

## License types

Designated System(s) License (DS). End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). Customer may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as “shrinkwrap” or “clickthrough” license accompanying or applicable to the Software (“Shrinkwrap License”). (see “Third-party Components” for more information).

## Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or Hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

## Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements (“Third Party Components”), which may contain terms that expand or limit rights to use certain portions of the Product (“Third Party Terms”). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

## Preventing Toll Fraud

“Toll fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company’s behalf). Be aware that there can be a risk of Toll Fraud associated with

your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

### **Avaya Toll Fraud Intervention**

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: <http://support.avaya.com>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: [securityalerts@avaya.com](mailto:securityalerts@avaya.com).

### **Trademarks**

All non-Avaya trademarks are the property of their respective owners, and "Linux" is a registered trademark of Linus Torvalds.

### **Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support Web site: <http://support.avaya.com>.

### **Contact Avaya Support**

Avaya provides a telephone number for you to use to report problems or to ask questions about your Product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://support.avaya.com>.



# Contents

<b>Chapter 1: Overview.....</b>	<b>9</b>
Introduction to the Avaya 9508 Digital Telephone.....	9
Buttons and features of the Avaya 9508 telephone.....	10
Basic menu overview.....	12
About LEDs.....	14
About this manual.....	15
<b>Chapter 2: Making calls.....</b>	<b>17</b>
Introduction to making calls.....	17
Calling an internal number.....	17
Calling an external number.....	18
Calling with a destination key.....	18
Making a call using call history.....	18
Making a call using a phone book entry.....	19
Calling partners.....	19
Calling using the speakerphone.....	19
Requesting automatic callback.....	20
Redialing a called number.....	20
Requesting automatic redialing.....	21
Joining another call (cut-in)*.....	21
Presenting yourself with specified call numbers *.....	22
Making an announcement.....	23
Making an individual announcement.....	23
Replying to an announcement.....	23
Calling as an anonymous user.....	24
<b>Chapter 3: Handling calls.....</b>	<b>25</b>
Introduction to handling calls.....	25
Answering a call.....	25
Answering a call ringing at another phone (pick-up).....	25
Answering a call for a partner.....	26
Forwarding calls to forwarding stations.....	26
Placing a call on hold.....	26
Muting a call.....	27
Making a consultation call.....	27
Alternating between two calls.....	28
Transferring a call.....	28
Answering an additional call.....	28
<b>Chapter 4: Diverting incoming calls.....</b>	<b>31</b>
Introduction to call diversion.....	31
Diverting calls from your telephone to another.....	31
Diverting calls to your telephone.....	32
Diverting calls for another telephone *.....	33
Signaling calls on two telephones (twinning).....	34
Diverting bundles *.....	35
<b>Chapter 5: Three-party conference call.....</b>	<b>37</b>
Introduction to conference calls.....	37

Making a conference call.....	37
Expanding the conference call to include other participants.....	37
Connecting conference participants.....	38
Ending the conference call.....	38
<b>Chapter 6: Using the Conference bridge.....</b>	<b>39</b>
Introduction to conference bridge.....	39
Dialing into conference bridge.....	39
Moderating calls on the conference bridge.....	40
Reserving the conference bridge for a one-time usage.....	41
Reserving the conference bridge for recurring usage.....	42
Reserving a conference bridge for others.....	43
Checking and deleting reservations.....	43
<b>Chapter 7: Managing the call history.....</b>	<b>45</b>
Introduction to the Call History feature.....	45
Symbols used in the call history records.....	45
Viewing call history.....	46
Removing an entry from call history.....	46
Deleting call history entries automatically.....	47
Adding an entry from the call history to the phone book.....	47
Adding additional entries to the call history.....	48
<b>Chapter 8: Managing the phone book.....</b>	<b>51</b>
Introduction to the phone book.....	51
Creating a new entry in the phone book.....	51
Editing an entry in the phone book.....	52
Deleting an entry.....	53
<b>Chapter 9: Managing text messages.....</b>	<b>55</b>
Introduction to messaging.....	55
Viewing and deleting received text messages.....	55
Writing and sending text messages.....	55
Sending a standard text.....	56
Setting up a text message for internal callers.....	56
<b>Chapter 10: Managed Mobility Access for mobile system subscribers.....</b>	<b>59</b>
Introduction to MMA.....	59
Dialing in to your system.....	59
Dialing in to your system using the callback feature.....	60
Calling using your system.....	60
Placing a call using the MMA.....	60
Referring back using the MMA.....	61
Starting a conference call using MMA.....	61
Ending a call.....	61
Modifying the twinning and call diversion number.....	62
Deactivating twinning and call diversion.....	62
Calling code dialing destinations.....	62
<b>Chapter 11: Using the Call Charges feature.....</b>	<b>65</b>
Call Charges.....	65
Introduction to call charges.....	65

Viewing the charge display.....	65
Viewing charges for lines or subscribers.....	66
Deleting call charges.....	66
Locking the telephone.....	67
Telephone lock.....	67
Changing the PIN.....	67
Locking the telephone.....	67
Unlocking the telephone.....	68
Managing appointments.....	68
Appointments and reminders.....	68
Entering an appointment for today.....	69
Entering a one-time appointment.....	69
Entering a recurring appointment.....	70
Acknowledging an appointment.....	70
Deleting an appointment.....	71
Setting appointments for others.....	71
<b>Chapter 12: Customizing your telephone.....</b>	<b>73</b>
Setting parameters for your telephone.....	73
Changing the acoustic signaling.....	73
Setting the ringing tone melody.....	74
Applying special ring tone melodies.....	74
Setting the contrast.....	75
Setting the language.....	76
Adjusting the setting for handsfree operation.....	76
Deactivating the ringing tone temporarily.....	77
Activating Night service.....	78
Activating automatic handsfree after dialing.....	78
Seizing exchange line automatically.....	79
Seizing external line automatically when going off-hook.....	79
Setting the number of redials.....	80
Setting the redial interval.....	81
Setting the number to show to the external subscribers.....	81
Accepting calls automatically using the Handsfree answer back feature.....	82
Turning direct dialing on or off.....	83
Deactivating a second call.....	84
Assigning code numbers *.....	84
Extending call display.....	85
Deactivating VIP call signaling *.....	85
Removing the telephone from hunt groups.....	86
Removing the telephone from general call.....	86
Activating remote headset.....	87
Function, destination, line, and partner keys.....	88
Introduction to Function keys.....	88
Assigning functions to keys.....	88
Assigning destinations to keys.....	89
Assigning lines to keys.....	89
Assigning partners to keys.....	90
Deleting destination key assignments.....	91
Conference bridge settings.....	91
Setting up the conference bridge *.....	91

Setting up reservation permissions.....	92
Changing the access PIN.....	92
Setting up standard access * .....	93
Changing the standard PIN * .....	94
Managed Mobility Access settings.....	94
Introduction to MMA settings.....	94
Adding dial-in authorized numbers * .....	95
Changing dial-in authorized numbers * .....	96
Deleting dial-in authorized numbers * .....	97
Using a call filter.....	97
Deleting entries from the call filter.....	98
<b>Chapter 13: Settings for your telephone system.....</b>	<b>101</b>
Introduction.....	101
Assigning operators for day service * .....	101
Assigning operators for night service * .....	102
Assigning call forwarding destinations * .....	103
Setting up Second Call Barring * .....	104
Setting the date and time.....	105
Setting customer password * .....	105
Showing traffic statistics * .....	106
<b>Chapter 14: Auxiliary devices.....</b>	<b>107</b>
Button module BM12.....	107
Using a headset.....	109
<b>Chapter 15: Hotel functions.....</b>	<b>111</b>
Introduction.....	111
Layout of the hotel functions on the BM12 button module * .....	111
Checking in * .....	112
Checking out * .....	112
Querying call charges * .....	113
Listening to messages * .....	114
Messaging to guest: message at reception * .....	114
Setting direct dial to rooms * .....	115
Setting guest-to-guest connection * .....	115
Determining the charge limit * .....	115
Waking up the guests * .....	116
<b>Appendix A: Remote features.....</b>	<b>117</b>
Changing call diversion remotely * .....	117
<b>Index.....</b>	<b>119</b>



# Chapter 1: Overview

---

## Introduction to the Avaya 9508 Digital Telephone

This user guide is written for the Avaya 9508 telephone.

The Avaya 9508 telephone is a multiline four wire digital telephone for use with the Integral 5 switch.

These telephones put convenient features and capabilities at your fingertips, including a display to view and manage your calls, a contacts list, call history, a menu of options and settings to customize your telephone, and access to your voice mail.

All features described in this user guide may not be available on your telephone. If you find that a feature is not available, contact your system administrator.

 **Note:**

Descriptions of the optional features are marked with an asterisk (\*) symbol in the title.

# Buttons and features of the Avaya 9508 telephone

Avaya 9508 telephone

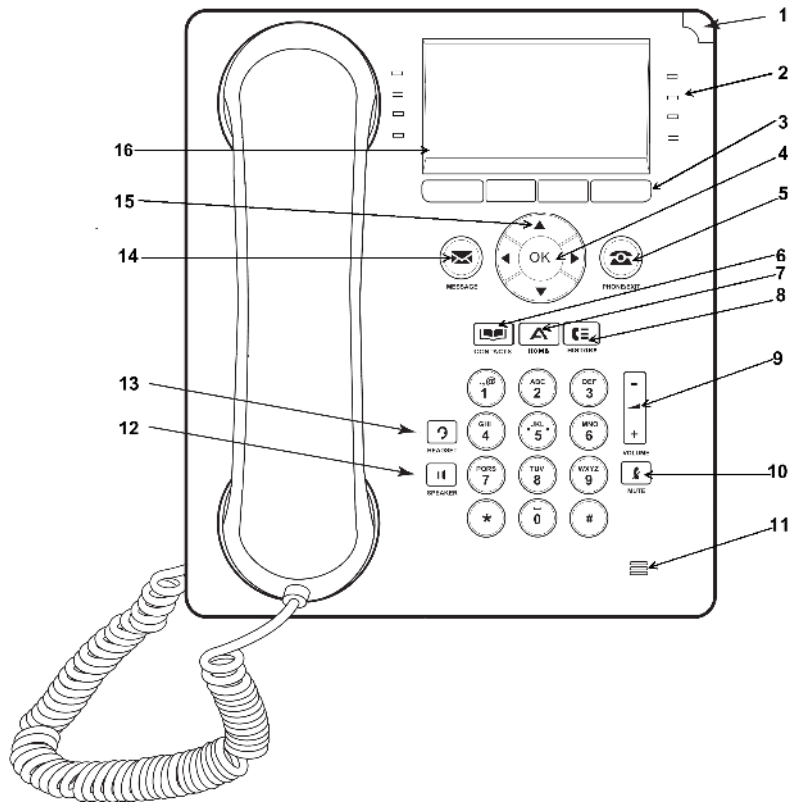


Table 1: Buttons and features on the Avaya 9508 telephone

No.	Name of button or feature	Description
1	Call Indicator	This light flashes when you receive an incoming call.
2	Function keys / Destination keys / Partner keys	<p>The softkeys are buttons on the telephones can be programmed as either of the following:</p> <ul style="list-style-type: none"> <li>• Function keys that have a specific function from the menu assigned to them.</li> <li>• Destination keys that have special destination numbers assigned to them.</li> <li>• Partner keys that let you know the call status of your partner's telephones, whether busy, calling or available. (Partners are special destinations setup within your group by your administrator)</li> </ul>

No.	Name of button or feature	Description
		<p>There are eight softkeys on the telephone that can be programmed as either function keys, destination keys or partner keys.</p> <p>Press a Destination Key or a Partner key to make or answer a call or resume a call on hold. When you program a call number on a key, you can simply press the key to dial the destination.</p> <p>Press a labeled function key to enable or disable that function.</p> <p>The function keys provide access to the Avaya call management system features that have been administered for your extension. The green LED next to each function key button indicates if the feature is currently on or off. If the light is on, the feature is on.</p>
3	Softkeys	Press the softkeys to select the softkey labels. The softkey labels indicate the action that each softkey produces. The labels and the actions vary depending on the object that you select.
4	OK	Press the <b>OK</b> button for a shortcut to an action. For example, select an entry from your call history and press <b>OK</b> to dial the number.
5	Phone/Exit	Press the <b>Phone/Exit</b> button to view and manage your calls. For example, if you are viewing a menu, pressing the <b>Phone/Exit</b> button takes the telephone display back to the home screen.
6	Contacts	Press the <b>Contacts</b> button to view the entries in your Contacts list.
7	Avaya Home	Press the <b>Home</b> button to gain access to the Avaya menu. The Avaya menu provides options that you can use to customize telephone settings, configure call logging, select the display language, and verify the telephone operation.
8	History	Press the <b>History</b> button to view a list of your missed calls. The icon on the <b>History</b> button lights up when you have missed calls.
9	Volume	Press <b>+</b> or <b>-</b> on the <b>Volume</b> button while active on the handset, headset or speaker to adjust the volume of the speaker or ringer.
10	Mute	Press the <b>Mute</b> button to mute a call in progress or reactivate a muted call.
11	Microphone	The omnidirectional microphone sends and receives signals from all directions.
12	Speaker	Press the <b>Speaker</b> button to use the speakerphone. To take a call off speakerphone, lift the handset.

No.	Name of button or feature	Description
13	Headset	Press the <b>Headset</b> button to use the headset if it is connected. For wired headsets, only HIC headset cords are compatible with your Avaya 9508 telephone.
14	Message	Press the <b>Message</b> button to connect directly to your voicemail system.
15	Navigation Arrows	Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, or to turn an option on or off.
16	Telephone Display	There are eight rows in the telephone display. The top row shows the extension number, user name and the time and date. The middle six rows in the display provide application-specific information, an inverted title line that shows the current menu. The bottom line displays the softkey labels.

---

## Basic menu overview

The following table contains an overview of the basic menu structure of the Avaya 9508 telephone connected to the Integral 5 system. The table shows the first three menu levels. The menu structure shown here may differ from the actual menu structure on your telephone. Deviations from the menu shown here may arise due to the features used and the accessories in use.

The telephone displays the additional menu options only if the Service department or the administrator enables access for you to program the corresponding functions.

The functions available are subscriber names, substitute terms, classes of service, system times, call bar groups, call bar numbers, software lock, auto. Night service, forwarding variants, gate stations, assignment control, call charge functions, paper format, call charge display, call charge threshold, call charge factor, and second call barring.

**Table 2: Options available in the menu**

Menu item in basic menu	One menu level lower	Two menu levels lower
Call pickup		
Call diversion	Divert to	
	Divert from	
	Divert for	

Menu item in basic menu	One menu level lower	Two menu levels lower
	Bundle [x]	
Appointments	Own appointment	
	Appointment for others	
Call charges	Last call	
	Total	
	Total subs.	
	Total line	
	Total call charges	
Lock	Lock telephone	
Message		
Night service	Night service 1	
	Night service 2	
	Night service 3	
	Autom. Night service	
Conference bridge	Own conference	
	Conference for others	
Settings	Display/Acoustics	Acoustics/Contrast
		Partner beep
		Do not disturb
		MSN call type
		Language
	Function keys	
	Dial settings	Autom. Handsfree
		LN on dialling
		Line / off-hook
		Number of redials [0]
		Redial every [ s]
		Handsfree Answ.Back
		Second call
		Remote no. disp.
		Direct dial

Menu item in basic menu	One menu level lower	Two menu levels lower
		Code [0000]
	Applications	Call history
		Call filter
		Mobility
		Conference bridge
		Remote Headset
		General call
		Hunt group
		VIP call
		Self-assignment
		Call display A->B
		Serial Call
	System functions	Individual destinations
		General speed dial
		Day service
		Night service 1 (2, 3)
		Call forwarding
		Date/time
		Customer pswd ... *)
Traffic statistics		

---

## About LEDs

Each function, partner, or destination key has two light-emitting diodes (LEDs), a green and a red, to indicate the status of the function or partner. The status is identified by whether the LED is on, off, or blinking, as described in the following tables.

 **Note:**

The LEDs for the keys that are assigned to destinations are always off.

**Table 3: Function key LEDs**

LED	Description
Steady green	Function is active, for example, call diversion is set to on.
Off	Function is not active.

**Table 4: Partner key LEDs**

LED	Description
Steady green	Partner has set call diversion to.
Blinking red slowly	Partner receives an internal call.
Blinking red fast	Partner receives an external call.
Steady red	Partner is on a call.

**Table 5: Line key LEDs**

LED	Description
Steady red	Line busy
Off	Line free
Blinking red fast	Calling/recalling
Blinking red slowly	Line waiting or allocated

---

## About this manual

Descriptions of optional features are marked with an asterisk in the title. For more information about the optional features, see your system administrator.

All the descriptions in this user guide assume a standard assignment of the function keys. If you reassign the function keys, the procedures may change from those provided in this guide.





# Chapter 2: Making calls

---

## Introduction to making calls

Use the procedures provided in this chapter to make calls from your Avaya 9508 telephone.

To make a call, you can either dial the number and then lift the handset, or lift the handset and then dial the number. Both orders are correct. However, if you lift the handset first and then dial the number, you will not be able to correct a dialing error.

---

## Calling an internal number

- 
1. Enter the number that you want to dial.

You can use the **BkSp** softkey to edit the number.

If the Direct dial feature is enabled, the number is dialed immediately and you cannot correct input errors.

2. Lift the handset.

---

**Related topics:**

[Turning direct dialing on or off](#) on page 83

---

## Calling an external number

- 
1. Enter the external line code. For example, 0.
  2. Enter the number you want to call.
  3. Lift the handset.
- 

**Related topics:**

[Seizing exchange line automatically](#) on page 79

---

## Calling with a destination key

- 
1. Press the destination key for the desired subscriber.
  2. Lift the handset.
- 

**Related topics:**

[Introduction to Function keys](#) on page 88

---

## Making a call using call history

- 
1. Press the **History** button.
  2. To select the appropriate list, press the **left** or **right** arrow button as required.
  3. Select the number that you want to dial.
  4. Lift the handset.
-

**Related topics:**

[Introduction to the Call History feature](#) on page 45

---

## Making a call using a phone book entry

- 
1. Press the **Phone book/Contacts** button.
  2. Select the entry you want to dial.



To reach the entry more quickly, you can also enter one or more of the first letters of the name.

3. Lift the handset.

---

**Related topics:**

[Introduction to the phone book](#) on page 51

---

## Calling partners

- 
1. Press the appropriate partner key.
  2. Talk using the speakerphone, or lift the handset.
- 

---

## Calling using the speakerphone

Using the Handsfree feature, you can hear the person you are talking to on the loudspeaker. Using the Handsfree feature, you can speak through the built-in microphone of the telephone in place of the handset.

You can use the **Speaker** button to activate the Handsfree feature.

- 
1. Enter the number you want to call.
  2. Press the **Speaker** button.
  3. To adjust the volume, press **+** or **-** on the **Volume** button.
  4. To continue the call using the handset, lift the handset. To activate the speaker additionally (**Monitoring**), press the **Speaker** button. To activate **Handsfree** press the **Speaker** button once more.
  5. To end the call, press the **Speaker** button.
- 

---

## Requesting automatic callback

If an internal telephone number you dialed is busy or unanswered, use this procedure to request automatic callback. Your telephone system can call you back when the number is no longer busy.

In case of external calls, the automatic callback option is only available if the network provider and the system connection support it.

- 
1. Press the **Callback** softkey.
  2. Replace the handset.  
Your telephone system calls you back as soon as the called number is free.
  3. Lift the handset at the ringing tone.  
Your telephone system calls the dialled call number again.
  4. To deactivate the automatic callback again:
    - a. Press the **Status** softkey.
    - b. Select status information **Callback act.**
    - c. Press the **OK** button.
    - d. Press the **Delete** softkey.
- 

---

## Redialing a called number

You can redial one of the last numbers called.

If you selected a special number to present to the call recipient, the telephone can also use this to redial.

- 
1. Press the **Redial** softkey.
  2. Select the number you want to call.
  3. Lift the handset.
- 

---

## Requesting automatic redialing

If the telephone number you dialed is busy, you can select the **Auto redial** menu option to dial the busy number automatically every 30 seconds.

 **Note:**

The **Auto redial** menu item is offered when the external number you dialed returns a busy tone.

You can specify the number of automatic redial attempts and the time between two attempts in the **Dial settings**.

You can only use **Auto redial** if you are calling on a digital exchange line.

- 
1. Select **Auto redial**.
  2. Press the **OK** button.
  3. Replace the handset, if you have lifted it.  
Automatic redial stops if you press any button or lift the handset.
- 

**Related topics:**

[Setting the number of redials](#) on page 80

---

## Joining another call (cut-in)\*

When you make a call to an internal extension and find that the user is already on another call, you can use this feature to join the call.

This feature may not be available. Your system administrator must configure it for your extension as well as for the extension of the other person. Contact your system administrator for more information.

- 
1. Select **Cut-In**.
  2. Press the **OK** button.  
Each person on the call will hear a cut-in tone. You are now included in the call.
  3. To disconnect from the call, press the **Drop** softkey, or replace the handset.
- 

---

## Presenting yourself with specified call numbers \*

Every time you make an external call, the called person sees your calling number. An additional feature on the Avaya 9508 telephone enables you to select the number that the called person sees. This can be a different number each time. For example, the number may be of your service, head office, workshop, or any other. You can assign the numbers with which you want to present yourself to the function keys, and select the number you want to use before you lift the handset to make the external call.

You can assign the numbers with which you want to present yourself to the function keys. If you press one of these function keys before lifting the handset when making an external call, the number selected will be presented to the party called.

 **Note:**

This is an additional feature that you can request your system administrator to configure for your extension. For more information, contact your system administrator.

If you deactivate the number display feature for external calls, you cannot use this feature.

- 
1. Enter the external telephone number you want to call.
  2. Select the group number or name you want to present to the call recipient. For example, dial with **9850881431**.
  3. Lift the handset.  
The call recipient sees your selected number.
-

---

## Making an announcement

Using the Avaya 9508 telephone, you can make announcements to subscribers in your telephone system through the loudspeakers fitted in the telephones. You can address individual subscribers, a selected group, or all subscribers in your telephone system.

- 
1. Lift the handset.
  2. Press the **Options** softkey.
  3. Select **Announce**.  
To make an announcement to all subscribers, press the **Announce** function key and make your announcement.
  4. Press the **OK** button.
  5. To make an announcement to a selected group, select the predefined group. For example, **Announcement to Group 1**.
  6. Press **OK** to confirm selection, and make your announcement.
- 

---

## Making an individual announcement

Use this procedure to make an announcement to a subscriber you just called and while the subscriber telephone rings.

- 
1. Select **Announce**.
  2. Press the **OK** button.  
Make your announcement.
  3. To answer, the called subscriber can lift the handset during the announcement.
- 

---

## Replying to an announcement

Use this procedure to reply to a general or group announcement on your telephone.

- 
1. Lift the handset.
  2. Select **Answer announcement**.
  3. Press the **OK** button.  
The telephone system connects you to the caller who made the announcement.
- 

---

## Calling as an anonymous user

Your network provider must support the anonymous calling feature.

- 
1. Enter the telephone number you want to call.
  2. Select the **Anonymous call** option.
  3. Press the **OK** button.  
The telephone does not display your number to the recipient of the next external call you make.
  4. Lift the handset.
-



# Chapter 3: Handling calls

---

## Introduction to handling calls

When you receive an incoming call, your telephone rings, the Call LED flashes, and the call is indicated in the display.

You will be shown the number or name the caller dialed. For example, when you receive a diverted call.

You can lift the handset or use the **Speaker** button and talk with the handset on-hook. You are also able to answer an incoming call ringing at another telephone in your telephone system, or put an incoming call on hold until you are able to answer the call.

Internal, external, message, and VIP calls have different ringing tones.

### Related topics:

[Setting the ringing tone melody](#) on page 74

---

## Answering a call

—————  
To answer a call, lift the handset or press the **Speaker** button to use the speakerphone.  
—————

---

## Answering a call ringing at another phone (pick-up)

If you hear another telephone ringing, you can answer that call using your own deskphone.

- 
1. Press the **Avaya Home** button.
  2. Select **Call Pickup**.

The display screen shows a list of incoming calls.

3. Press the **OK** button.
  4. Lift the handset.
- 

---

## Answering a call for a partner

When the telephone of a partner rings, the corresponding LED on your telephone flashes. You can pick up that call and answer as deputy.

- 
1. Press the Partner key and wait until the call reaches your own telephone.
  2. Lift the handset.
- 

---

## Forwarding calls to forwarding stations

You receive an external call and wish to divert the call to the call forwarding stations.

 **Note:**

You must set up the call forwarding stations in the telephone system to use this feature.

- 
1. Select **Forward call**.
  2. Press the **OK** button.  
The call is forwarded to the call forwarding stations.
- 

**Related topics:**

[Assigning call forwarding destinations \\*](#) on page 103

---

## Placing a call on hold

You can put an active call on hold or an incoming call that you have not yet answered. When you put an incoming call on hold, the ringing tone is turned off and the call LED continues to

flash. Putting an incoming call on hold is useful when you are performing another task, such as editing a phone book entry that you want to complete before you answer the call.

- 
1. To place your current call on hold, press the **Refback** softkey. When you press the **Refback** softkey, the active call goes on hold and you can call another subscriber.
  2. To resume the call on hold, press the **Drop** softkey.
- 

---

## Muting a call

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

---

## Making a consultation call

This feature is useful in a call that requires you to refer back, such as during a consultation. To make a consultation call, during a call:

- 
1. Press the **Hold** softkey.  
The person you were talking to cannot hear what you say any more, but the call is on hold.
  2. Enter the telephone number you wish to refer back to.  
Carry out refer-back call.
  3. Press the **Retrieve** softkey.  
The refer-back call ends, and you can speak to the first talking partner again.
-

---

## Alternating between two calls

You want to resume the call with the first talking partner who has been put on hold.

- 
1. Select **Return to ...**.
  2. Press the **OK** button.  
You can now talk to the first talking partner. The second partner is put on hold.
- 

---

## Transferring a call

- 
1. Make a call.
  2. Press the **Transfer** softkey.  
Your first call is put on hold.
  3. Dial the appropriate telephone number.  
You do not need to wait until the call is accepted.
  4. Press the **Transfer** softkey again or hang up.
- 

---

## Answering an additional call

Use this procedure to answer an incoming call while on another call. But first activate the **Second call** feature on your telephone.

- 
1. While on a call, select the number or name of the second call in the display.
  2. Press the **OK** button.  
You can now talk to the second call while the first call is on hold.



**Note:**

To end the second call instead of placing it on hold, press the **Drop** softkey.

---



# Chapter 4: Diverting incoming calls

---

## Introduction to call diversion

You can divert incoming calls to another extension. You can set this up both for your own and other telephones. You can also divert calls to your telephone. In all these variants, you can choose:

- Happen always
- Only if the telephone is busy
- Only if a call is not answered within a specified time period.
- You can arrange to have calls signalled on both your own phone and another external telephone, for example your GSM mobile. This feature is called twinning.

Additionally, you can set up as well as change all call diverts from outside the telephone system.

### Related topics:

[Changing call diversion remotely \\*](#) on page 117

---

## Diverting calls from your telephone to another

To activate the call diversion feature on your telephone:

1. Press the **Avaya Home** button.
2. Select **Call diversion**.
3. Press the **OK** button.
4. Select **Divert to**.
5. Enter the telephone number to which you want to divert calls from your telephone. Remember to prefix an additional line code, such as 0, when you enter an external number.  
Press an appropriate destination or partner key instead of entering the number, if you administered this feature beforehand.

If dial-in authorized call numbers are registered for you for Managed Mobility Access (MMA), they are shown. You can select these destinations directly.

6. Select one of the following:

- immediately
- after time
- on busy
- twinning

7. Press the **OK** button.

~~The telephone display shows **Divert to..**. Enter the number you want to divert calls to.~~

For call diversion to happen after a specified time, the telephone display shows a clock symbol.

For call diversion only if the telephone is busy, the symbol on display is B.

8. To deactivate the call diversion feature on your deskphone:

- a. Press the **Status** softkey.
- b. Select the appropriate status information.
- c. Press the **OK** button.
- d. Press the **Delete** softkey.

You can set up call numbers for which your telephone rings, even when you have activated **Call diversion to**, immediately.

---

**Related topics:**

[Adding dial-in authorized numbers](#) \* on page 95

[Using a call filter](#) on page 97

---

## Diverting calls to your telephone

- 
1. Press the **Avaya Home** button.
  2. Select **Call diversion**.
  3. Press the **OK** button.
  4. Select **Divert from**.



5. Enter the internal telephone number from which you want to divert calls to your telephone. Alternatively, you can press an appropriate destination or partner key.
6. Select one of the following:
  - immediately
  - after time
  - on busy
  - twinning
7. Press the **OK** button.  
The telephone display shows **Divert from..** . Enter the number you want to divert calls to.  
  
For call diversion to happen after a specified time, the telephone display shows a clock symbol.  
  
For call diversion only if the telephone is busy, the symbol on display is B.
8. To deactivate call diversion:
  - a. Press the **Status** softkey.
  - b. Select the appropriate status information.
  - c. Press the **OK** button.
  - d. Press the **Delete** softkey.

---

### Result

When you receive a diverted call, you will also be shown the number that the caller has dialled.

---

## Diverting calls for another telephone \*

- 
1. Press the **Avaya Home** button.
  2. Select **Call diversion**.
  3. Press the **OK** button.
  4. Select **Divert for**.
  5. Enter the internal number of the telephone for whom you want to set up call diversion.

You can also press an appropriate destination or partner key instead of entering the number.

If a call diversion has already been set up, it is displayed. To delete an existing call diversion, press **Delete** softkey.

The system deletes the earlier setting if it is not possible to continue with both call diversions.

6. Press the **New** softkey.
7. Enter the internal or external number of the telephone to which you want to divert calls. Remember to prefix an additional line code, such as 0, to the external number.  
If dial-in authorized call numbers are registered for you for Managed Mobility Access (MMA), they are shown. You can select these destinations directly.
8. Select one of the following:
  - immediately
  - after time
  - on busy
9. Press the **OK** button.  
Both subscribers get the respective status information **Divert from ..** or **Divert to. .**  
The telephone display shows a clock symbol for call diversion after a specified time or B for call diversion when busy.

---

**Related topics:**

[Introduction to MMA](#) on page 59

---

## Signaling calls on two telephones (twinning)

You can set **twinning** and **after time** call diversion features to your voicemail simultaneously.

- 
1. Press the **Avaya Home** button.
  2. Select **Call diversion**.
  3. Press the **OK** button.
  4. Select **Divert to**.
  5. Enter the external line code, such as 0, and the external number of the telephone you want to divert calls to.

6. Select **twinning**.
  7. Press the **OK** button.  
The status information **twinning ...** appears in the display.
  8. To deactivate **twinning**:
    - a. Press the **Status** softkey.
    - b. Select the appropriate status information.
    - c. Press the **OK** button.
    - d. Press the **Delete** softkey.
- 

---

## Diverting bundles \*

Call diversion can be set up to take place at the public exchange. Internal users can telephone without hindrance.

The cost of the diverted call is allocated to the subscriber who activated the diversion. The caller only pays the costs up to the public exchange. The call units for the diversion are not logged in your telephone system.

- 
1. Press the **Avaya Home** button.
  2. Select **Call diversion**.
  3. Press the **OK** button.
  4. Select **Bundle 1 (2, 3, ...)**.
  5. Press the **OK** button.
  6. Enter the external telephone number to which you want to divert all calls through this bundle.
  7. Press the **OK** button.
  8. Press the **OK** button.  
The telephone display shows the status information **Bundle 1, Bundle 2** as applicable.
-



# Chapter 5: Three-party conference call

---

## Introduction to conference calls

You can use a three-party conference call to speak with two people at different locations on the same call.

A conference between a call waiting (second call) and the first talking party is not possible.

---

## Making a conference call

1. While active on a call, press the **Conference with ...** softkey.
2. Enter the telephone number of the additional participant or use the phone book/destination key.
3. When the additional participant answers, start the conference.
4. If the additional participant does not answer, press the **Drop** softkey to return to the first call.

 **Note:**

If you use the **Hold** softkey to put the first call on hold instead and then call the additional participant, you can first talk to the participant privately while the first caller is on hold. Then select **Conference with ...** to connect all participants.

---

## Expanding the conference call to include other participants

You can expand the conference to include up to 9 participants. However, for conferences with external participants, the limit is up to three participants.

## Three-party conference call

If you set up a Conference bridge in your system, up to 9 different subscribers can join the conference bridge. With a conference bridge set up additional conferences with more than three participants are no longer possible.

- 
1. While you are in a multi-party conference press the **Conference** softkey to add more participants.
  2. Enter the telephone number of the new participant.  
When you connect to the number, all the parties can talk to each other.
- 

---

## Connecting conference participants

If you are on a three-party conference call and want to connect all participants, press the **Transfer** softkey or replace the handset.

---

## Ending the conference call

To end a conference call:

- 
- Press the **Drop** softkey.
-

# Chapter 6: Using the Conference bridge

---

## Introduction to conference bridge

Your system provides you with a virtual conference room (bridge). All conference participants which have dialed into the bridge are connected to one another.

The conference bridge has the following features:

- Depending on the structure of your system, up to 9 internal and external subscribers can dial into the conference bridge.
- For secure dialing to the conference bridge, use access PINs. During non-reserved conference times, you can also use the Standard PIN.
- Reservations can only be made in a preset 15 minute pattern. There must be a gap of at least 15 minutes between two reservations.
- You may not require a moderator on a conference call, or you may designate one caller to act as one. The moderator can perform functions such as muting participants as required or selecting a participant as a single speaker at other times.

---

## Dialing into conference bridge

You can dial into the conference bridge from any internal or external telephone.

You can use a non-reserved conference bridge at any time if the conference has been setup using the standard PIN set by the administrator.

- 
1. Dial the number of the conference room from an internal or an external telephone.  
Wait for a dial tone.
  2. Enter your access PIN number.  
All conference subscribers hear a brief alert tone. You are now part of the conference.  
  
If you are alone in the conference bridge, you hear on-hold music.
  3. To leave the conference, replace the handset.

 **Note:**

If another conference is scheduled on the conference bridge immediately after yours at a 15-minute interval, an alert tone warns you that the conference is approaching its end. The connection ends 10 minutes before the beginning of the next conference.

---

---

## Moderating calls on the conference bridge

The one who initiates the conference call and invites participants to join is called the moderator. The moderator has specific managing rights in a conference bridge, such as:

- Activating the lecture mode. The moderator can assign speaking rights to one participant and mute all others.
- Dropping participants. The moderator can drop participants from the conference call as per need.

In the absence of a moderator, all participants have the rights of a moderator. Each participant can see all participants currently in the conference on their display screens.

The status of each member is indicated by an:

- **M**, when muted or being listener in lecture mode
- **S**, when being the speaker in lecture mode

- 
1. To start the lecture mode, select the designated speaker.
  2. Press the **OK** button.
  3. Select **Speaker**.
  4. Press the **OK** button.  
The telephone system denotes the new speaker with an **S** and the new speaker appears on the top of the displayed conference participants. All other participants are muted.
  5. To change the speaker, select the new participant and repeat Step 2 to Step 4.
  6. To turn off the lecture mode, select the current speaker and press **OK**.
  7. Select **End lecture mode**.
  8. Press the **OK** button.  
All participants can talk to each other again.
  9. To disconnect one conference participant specifically, first select the participant that you want to disconnect.



10. Press the **OK** button.
  11. Select **Clear connection**.
  12. Press the **OK** button.  
The selected participant is dropped from the conference.
- 

---

## Reserving the conference bridge for a one-time usage

You must have permission to reserve a conference room. The default access PIN must be activated or amended. The administrator can activate the default access PIN and grant you the rights to reserve the room.

- 
1. Press the **Avaya Home** button.
  2. Select **Conference bridge**.
  3. Press the **OK** button.
  4. Select **My conference**.
  5. Press the **OK** button.
  6. Press the **New** softkey.  
The telephone display shows a calendar list of the next 90 days with prior bookings indicated by a cross for the dates not available to you.
  7. Select the date you want from the dates available on the calendar.
  8. Press the **OK** button.
  9. Select the start time that you want.  
Appointments which are already reserved are marked with a cross. They cannot be reserved.
  10. Press the **OK** button.  
A line appears next to the start time to show your selection.
  11. Select the time to end the conference.
  12. Press the **OK** button.  
The telephone display shows the date and time of your reservation.
  13. Press the **OK** button.

The reservation of the conference appointment is complete. You can communicate the date and time of the conference call, the number of the conference bridge, and the access PIN to all participants expected to attend the conference.

---

---

## Reserving the conference bridge for recurring usage

You can reserve the conference bridge for recurring appointments. For example, schedule a weekly group meeting on every Friday at 9:00.

- 
1. Press the **Avaya Home** button.
  2. Select **Conference bridge**.
  3. Press the **OK** button.
  4. Select **My conference**.
  5. Press the **OK** button.
  6. Press the **New** softkey.
  7. Press the **Series** softkey.
  8. Select the day of the week you want to schedule the recurrent call.
  9. Press the **OK** button.
  10. Select the time for the conference to start.  
The LCD screen shows timestamps of 15 minutes duration starting at the current time. It also shows the appointments which are already reserved with a cross. You cannot reserve them.
  11. Press the **OK** button.  
A line appears next to the start time to show your selection.
  12. Select the expected end time.
  13. Press the **OK** button.  
On the telephone display screen, you can see the date and time of your reservation.
  14. Press the **OK** button.  
The reservation of the conference appointment is complete. You can communicate the day and time of the recurring conference call, the number of the conference bridge, and the access PIN to all participants expected to attend the conference.
-

---

## Reserving a conference bridge for others

If you have the permission, you can reserve a conference bridge for others. The subscribers of that call can dial in to the conference bridge with the secure access PIN you generate for them.

- 
1. Press the **Avaya Home** button.
  2. Select **Conference bridge**.
  3. Press the **OK** button.
  4. Select **Conference for others**.
  5. Press the **OK** button.
  6. Enter the telephone number of the subscriber for whom you want to reserve the conference bridge.
  7. Press the **OK** button.
  8. Press the **New** softkey.
- 

---

## Checking and deleting reservations

You can check your conference bridge reservations and change or delete these at any time.

- 
1. Press the **Avaya Home** button.
  2. Select **Conference bridge**.
  3. Select **My conference**.  
On the telephone display screen, you can see a list of all reservations on the conference bridge. Each entry includes the date and time period of the reservation and the name of the person who made the reservation or for whom the reservation was made.
  4. Select the reservation you want to delete from the list.
  5. If applicable, press the **Delete** softkey to delete the reservation.
  6. To confirm, press the **Delete** softkey again.
-



# Chapter 7: Managing the call history

---

## Introduction to the Call History feature

Use the Call History feature to keep track of the calls made, received, or missed on the phone.

With the Call History feature, you can:

- Find out the number of the external caller when you miss a call. The information is stored in the call history together with the time and date of the call.
- Make additional entries in the call log, such as internal calls or conversations with external callers.
- Find out the most recent call received on your telephone. The most recent entry is at the top of the call history list.
- Selectively retrieve individual numbers and, if necessary, dial them.
- Transfer a telephone number from Call History into your telephone book.
- Set entries to be deleted after a predefined time.



The following table outlines the icons used for displaying call history and the maximum number of entries allowed under each category:



**Related topics:**

[Making a call using call history](#) on page 18

---

## Symbols used in the call history records

Symbol	Description
!	New
	Missed call
	Answered call

Symbol	Description
	Call answered by voice mail Message waiting in voice mailbox
	Diverted call, showing calling number and originally called number

---

## Viewing call history

- 
1. Press the **History** button.
  2. Select the entry for which you want to see the details.
  3. Press the **OK** button.  
The display shows the details of the entry.
- 

---

## Removing an entry from call history

If you call back an entry from the call history and a connection is established, the entry in the call history will be deleted automatically. Use the following procedure to delete entries selectively.

- 
1. Press the **History** button.
  2. Select the telephone number that you want to delete.
  3. Press the **Delete** softkey.
  4. Press one of the following softkeys:
    - **Entry**. To delete the shown entry.
    - **All**. To delete all entries in the list.
-

---

## Deleting call history entries automatically

You can specify a certain time period after which **Call History** entries are deleted automatically.

Select the following intervals: 10 minutes, 1 hour, 1 day, 1 week, or 1 month. You can also protect individual entries from being deleted by selecting **Off**.

 **Note:**

The new setting impacts new call history entries only and does not modify existing entries.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **History**.
  7. Press the **OK** button.
  8. Select **deleted after ....**  
The right window margin shows the time after which new call entries will be automatically deleted.
  9. To select the time you want to set, press the **Modify** softkey several times until the LED screen displays the specific time.
  10. Press the **Back** softkey.
- 

---

## Adding an entry from the call history to the phone book

- 
1. Press the **History** button or the **Redial** button.
  2. Select the telephone number in the Call History list that you want to add to your phone book.
  3. Press the **OK** button.

4. Press the **+Contact** softkey.
5. Press one of the following softkeys:
  - **Pers**, To make an entry in your personal phone book
  - **Common**, To make an entry in the common phone book
6. Enter the name.
7. Press the **Save** softkey.

 **Note:**

If you enter a number without a name, you can edit the entry later and save it under a name.

---

---

## Adding additional entries to the call history

You can administer the **Call History** feature to include additional entries.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Call list**.
  7. Press the **OK** button.
  8. Change the following settings as applicable:
    - **Int. call list (on)**. Shows missed internal calls
    - **Call list (on)**. Shows conversations you have had with external callers.
    - **Call list diversion (A+B, A, B)**. Manages diverted call lists of specific participants:
      - (A) the call list of the called participant
      - (B) the call list of the participant the call was diverted to
      - (A+B) in both of these call lists



9. Select **Back**.
  10. Change **Call display A→ B (on)** to show the number that the caller dialed.
-



# Chapter 8: Managing the phone book

---

## Introduction to the phone book

Your telephone has a personal phone book. You can store up to 100 individual numbers with names which will only be available on your telephone.

You can dial phone book numbers quickly and easily, and modify the phone book entries yourself.

Up to 800 numbers and names can be stored in the central phone book; these are available to all users. You can also enter and change these entries if you have appropriate access rights.

### Related topics:

[Making a call using a phone book entry](#) on page 19

---

## Creating a new entry in the phone book

1. Press the **Phone book/Contacts** button.
2. Press the **New** softkey.
3. Press one of the following softkeys:

 **Note:**

The options displayed depend on your rights and on the number of entries already in the respective phone book.

- **Pers.**, To make an entry in your personal phone book.
- **Common**, To make an entry in the general phone book.

4. Enter the telephone number.

It may be necessary to enter an external line code and a dial pause before an external number. You can obtain more information from your telephone system administrator.

To enter an internal number, you have to press **Option** > **internal call number** before making the entry.

5. Enter the name.
6. Press the **Save** softkey.

---

### Result

The entries in your personal phone book correspond to the code dial destinations starting from number 900.

You can also dial code dialing destinations 900 to 904 through Managed Mobility Access (MMA).

#### Related topics:

[Assigning function keys specifically \(changing code dialing destinations\)](#)

[Calling code dialing destinations](#) on page 62

---

## Editing an entry in the phone book

- 
1. Press the **Phone book/Contacts** button.
  2. Select the entry you want to edit.



#### Note:

To reach the entry more quickly, you can enter one or more of the first letters of the name.

3. Press the **Bksp** or the **Delete** softkey.
  4. Edit the entry.
  5. Press the **OK** button.
-

---

## Deleting an entry

- 
1. Press the **Phone book/Contacts** button.
  2. Select the entry you want to delete.
  3. Press the **Delete** softkey.
-



# Chapter 9: Managing text messages

---

## Introduction to messaging

You can send a text message to subscribers in your system. For example, when the caller does not answer or the called telephone is busy. The messages can consist of standard texts prepared by your system administrator or your own text.

The telephone can accept a maximum of 10 messages. To accommodate the eleventh message, the earliest message is deleted automatically.

---

## Viewing and deleting received text messages

You hear an alert tone when a message arrives.

- 
1. Select the received text message. For example, **Miller: Coffee**.  
The LCD screen shows the name of the sender and the message text.
  2. Press the **Delete** softkey.
- 

---

## Writing and sending text messages

- 
1. Press the **Avaya Home** button.
  2. Select **Message**.
  3. Enter the text message you want to send.
  4. Press the **OK** button.
  5. Enter the internal telephone number.

The telephone system sends the text message to the recipient immediately.

---

---

## Sending a standard text

Enter a list of standard text messages into your telephone system. To select from the list and send a standard text message:

- 
1. Press the **Avaya Home** button.
  2. Select **Message**.
  3. Press the **Message** button.
  4. Select the standard text that you want to send.
  5. Press the **OK** button.
  6. Change or add to the message. For example, include another name or a new time.
  7. Press the **OK** button.
  8. Do one of the following:
    - To send the message to a single recipient, enter the internal telephone number you want to send the message to.
    - To send the message to all subscribers, select **Message to all**. The telephone system sends the text message immediately.

The text message is sent immediately.

---

---

## Setting up a text message for internal callers

You can set up a text message that the internal callers to your phone will see when they dial your number.

For example, you can set a text message to indicate your status when you are busy or away. When a caller calls, the LCD screen of the telephone shows the text message of the caller.



- 
1. Press the **Avaya Home** button.
  2. Select **Message**.
  3. Press the **Message** button.
  4. Select the standard text you want to send.
  5. Press the **OK** button.
  6. Change or add to the message. For example, to include a name or time.
  7. Press the **OK** button.
  8. Select **Message to caller**.
  9. Press the **OK** button.  
The system saves the text, and the LCD screen shows the status information. Any internal caller who tries to call you can see the same message on the LCD screen.
-



# Chapter 10: Managed Mobility Access for mobile system subscribers

---

## Introduction to MMA

Using the Managed Mobility Access (MMA), you can dial into your system remotely and then make a call as if you were using your company telephone. To be able to do this, the number of the telephone making the call must be registered and it should support DTMF dialling. You can easily set up registered numbers as twinning or diversion destinations, or change them and perform the function from your company telephone or remotely.

With MMA, you can use the **Callback** feature. Your system automatically calls back after you dial in. This is a non-chargeable service.

Additionally, the person you call can see your internal telephone number on the LCD screen and cannot tell whether you are calling from the office or using an external telephone.

### Related topics:

[Diverting calls for another telephone \\*](#) on page 33

[Introduction to MMA settings](#) on page 94

---

## Dialing in to your system

To dial in to your office telephone system from a remote location, ask your system administrator for the dial-in number of your system.

- 
1. Dial the dial-in number for your system from a registered external telephone.
  2. The telephone system picks up the call. Wait for a dial tone.  
You can now make calls as if you are an internal subscriber.
-

---

## Dialing in to your system using the callback feature

To dial in to your office telephone system from a remote location using the callback feature, ask your system administrator to set up this feature.

- 
1. Dial the dial-in number for your system from a registered external telephone with the callback setting activated.  
Wait for a ring back tone. After a short time, the telephone system disconnects. You will hear the busy tone.
  2. Replace the handset and wait for your system to ring you back after a few seconds.  
Your system will ring you back after about 10 seconds.
  3. Answer the Callback.  
When you hear the dial tone, you can make calls like an internal subscriber. Your system bears all call charges incurred.
- 

---

## Calling using your system

---

### Placing a call using the MMA

You have established a connection to your system from a registered telephone. You hear the dial tone.

 **Note:**

The first five entries recorded in your personal phone book can easily be accessed as code dialing destinations by pressing #1...#5 (relates to entries 900 to 904).

- 
1. Enter the telephone number you want to call.
  2. Carry out the call.
-

---

## Referring back using the MMA

You can use the refer back feature when you are in a conversation with a subscriber from a remote location.

- 
1. Press \* 7 on the telephone keypad.  
The first talking partner is placed on hold and cannot hear what you say.
  2. Enter the number you want to consult.  
Carry out the refer-back call.
  3. Press \* 7 on the telephone keypad again.  
The refer-back call ends and you can speak again with your first talking partner.
- 

---

## Starting a conference call using MMA

You are in a conversation and want to start a conference and include another partner in the conference.

- 
1. Press \* 5 on the telephone keypad.  
The first talking partner is waiting and cannot hear what you say.
  2. Enter the number of the second conference partner. Wait until he has accepted the call.
  3. Press \* 5 on the telephone keypad again.  
All the partners on the call can now speak with each other.
- 

---

## Ending a call

---

Press \* 8 on the telephone keypad.  
The current call ends. When you hear the dial tone, you can place a new call across the system.

---

---

## Modifying the twinning and call diversion number

You have established a connection to your system from a registered telephone. The telephone from which you are calling must have caller display activated.

- 
1. Press the **(#)** key when you hear the dial tone.
  2. Press the **(\*)** key .  
Twinning and call diversion is now activated on the telephone you are currently calling. The telephone settings for each registered number defines if you turned on twinning and call diversion.
- 

---

## Deactivating twinning and call diversion

You have established a connection to your system from a registered telephone. The telephone from which you are calling must have caller display activated.

You hear the dial tone.

- 
1. Press the **(#)** key.
  2. Press the **(0)** key.  
Twinning and call diversion is switched off. Whether you switched off twinning and call diversion is defined in the settings for each number registered.
- 

---

## Calling code dialing destinations

You can note your code dialing destinations on a card which you can keep with you at all times.

You have established a connection to your system from a registered telephone. You hear the dial tone.

- 
1. Press the **(#)** key on the telephone keypad followed by the code number of the code dialing destination you want to call. For example, 2 for "902".

The code dialing destinations correspond to the first entries in your personal phone book.

Assign codes to code dialing destinations:

- Code dialing destination 900 -> Code number 1
- Code dialing destination 901 -> Code number 2
- Code dialing destination 902 -> Code number 3
- Code dialing destination 903 -> Code number 4
- Code dialing destination 904 -> Code number 5

2. Carry out the call.

---

**Related topics:**

[Assigning function keys specifically \(changing code dialing destinations\)](#)

[Creating a new entry in the phone book](#) on page 51





# Chapter 11: Using the Call Charges feature

---

## Call Charges

---

### Introduction to call charges

The Avaya 9508 Series telephone records, stores, and displays charges incurred for each call. You can access call charge details for:

- The current call
- The last call made from the telephone
- All calls since the last reset
- Each subscriber and each line separately
- Single projects or private calls separately

All call charges incurred since the last reset are stored and totaled in your telephone system.

---

### Viewing the charge display

- 
1. Press the **Avaya Home** button.
  2. Select **Charges**.
  3. Press the **OK** button.  
The LCD screen displays the charges for the last four calls.
  4. To view the charges for one of the last four calls, select the appropriate line.
  5. To view the total charges, select **Total**.
-

---

## Viewing charges for lines or subscribers

- 
1. Press the **Avaya Home** button.
  2. Select **Charges**.
  3. Press the **OK** button.
  4. Select one of the following:
    - **Total subs.**, Shows the charges for a specific subscriber.
    - **Total line**, Shows the charges for a specific line.
  5. Enter the extension or line number. For example, 01 for line 1.  
Instead of entering a line number, you can simply press the corresponding line key.
- 

---

## Deleting call charges

- 
1. Press the **Avaya Home** button.
  2. Select **Charges**.
  3. Press the **OK** button.
  4. Select the charge display you want to clear.

 **Note:**

If you want to clear the totals for all calls, you must have this function enabled by your system administrator.

5. Press the **OK** button.
  6. Press the **Delete** softkey.
-

---

## Locking the telephone

---

### Telephone lock

You can lock your telephone to prevent unauthorized use during your absence. To unlock your telephone, your Personal Identification Number (PIN) is required.

The following functions are still available in a locked telephone:

- Answering calls
- Dialing internal call numbers

---

### Changing the PIN

You need a PIN (Personal Identification Number) to lock your telephone against unauthorized users and to unlock it again.

The default setting for the PIN is "0000".

In case you have forgotten your PIN, please contact your system administrator.

- 
1. Press the **Avaya Home** button.
  2. Press the **Lock** function key.
  3. Press the **PIN** softkey.
  4. Enter the current PIN (default setting: 0000).  
If you make a mistake when entering your PIN, press the **Back** softkey and start again from the beginning.
  5. Press the **OK** button.
  6. Enter the new PIN.
- 

---

## Locking the telephone

Use this procedure to lock your telephone.

- 
1. Press the **Avaya Home** button.
  2. Press the **Lock** function key.
  3. Press the **OK** button.  
The LCD screen displays the message  
Phone locked
- 

---

## Unlocking the telephone

- 
1. Open the **Status** menu.
  2. Select **Phone locked**.
  3. Press the **OK** button.
  4. Enter the current PIN.
- 

---

## Managing appointments

---

### Appointments and reminders

You can set your telephone to remind you of important appointments. You can administer your telephone to act as a reminder for important appointments. You can enter up to three appointments and specify whether you wish to be reminded once, on several days, or every day.

At the time of the appointment, you hear a signal tone and see the message you entered for the appointment on the LCD screen. You can selectively delete the appointments you entered.

---

## Entering an appointment for today

---

1. Press the **Avaya Home** button.
  2. Select **Appointments**, and if necessary select **Own appointm.**  
The display shows all the set appointments.
  3. Select an appointment, which is marked empty. For example, **Appt. 1**.
  4. Press the **OK** button.
  5. Press the **Today** softkey.
  6. Enter the time in the hours and minutes format. For example, 1050 for 10:50 hrs.
  7. Select a standard text if required.  
To be able to select from standard texts, these must first have been entered into the system.
  8. Enter or add any text.  
At the specified time, you hear a signal tone and see the text you entered on the LCD screen.
  9. Press the **OK** button.
- 

---

## Entering a one-time appointment

---

1. Press the **Avaya Home** button.
2. Select **Appointments**, and if necessary select **Own appointm.**  
All set appointments will be shown.
3. Select an appointment, which is marked empty. For example, **Appt. 1**.
4. Press the **OK** button.
5. Enter the date and time in the day, month, hours and minutes format. For example, 04081150 for 4 August at 11:50 hrs.
6. Select a standard text if required.  
To be able to select from standard texts, these must first have been entered into the system.

7. Enter or add any text.
8. Press the **OK** button.

---

### Result

At the specified time, a signal tone sounds and the text you have entered is displayed.

---

## Entering a recurring appointment

1. Press the **Avaya Home** button.
2. Select **Appointments**, and, if necessary, select **Own appointm.**  
The telephone LCD screen displays the set appointments.
3. Select an appointment, which is marked empty. For example, **Appt. 1**.
4. Press the **OK** button.
5. Press the **Series** softkey.  
The LCD screen displays all the days of the week in abbreviated form for which the recurring appointment applies. Appointment reminders are enabled for Monday to Friday by default.
6. Select day of the week if you need to change the standard setting.
7. Press the **Modify** softkey.  
The setting for the selected day changes and the initial letter of the corresponding day appears or disappears.
8. Enter the date and time in the hours and minutes format. For example, 1150 for 11:50 hrs.
9. Select a standard text if required.  
You must first enter the standard texts into the system so that you are able to select the standard text that you want.
10. Enter or add any text.
11. Press the **OK** button.

---

## Acknowledging an appointment

Use this procedure to acknowledge an appointment. At the specified time, a signal tone sounds and the entered appointment message appears in the display.

---

Press the **OK** button.

The signal tone stops and the system deletes the appointment reminder from the LCD screen.

---

---

## Deleting an appointment

- 
1. Press the **Avaya Home** button.
  2. Select **Appointments**, and if necessary select **Own appointment**.
  3. Select the appointment you want to delete.
  4. Press the **OK** button.
  5. Press the **Delete** softkey.
- 

---

## Setting appointments for others

- 
1. Press the **Avaya Home** button.
  2. Select **Appointments**.
  3. Press the **OK** button.
  4. Select **Appointment for others**.
  5. Press the **OK** button.  
The LCD screen on the telephone displays all the existing appointments for the subscriber.
  6. Now enter the new appointment just as you set your own appointments.
-





# Chapter 12: Customizing your telephone

---

## Setting parameters for your telephone

---

### Changing the acoustic signaling

Use this procedure to change the volume of several tones.

 **Note:**

You can change the individual settings during a call by pressing **+** or **-** on the **Volume** button. You can also change any setting by pressing the numeric key of the setting that you want or by pressing the right or left navigation arrows.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Display/Acoustics**.
  5. Press the **OK** button.
  6. Select **Acoustics/Contrast**.
  7. Press the **OK** button.
  8. Select one of the following:
    - **Ringing tone**
    - **Monitor**
    - **Handset**
    - **Headset**
  9. Increase or reduce the volume by pressing the right or left navigation button.

The new setting rings immediately so that you can verify it.

10. Press the **Back** softkey.
- 

---

## Setting the ringing tone melody

You can assign different melodies to each call type:

- Internal call: Call from inside your telecommunications system
- External call: Call from outside your telecommunications system
- Message call: When a message is received
- VIP ringtone: Call from an entry in the call filter list

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Display/Acoustics**.
  5. Press the **OK** button.
  6. Select **Acoustics/Contrast**.
  7. Press the **OK** button.
  8. Select the call type you want to change.
  9. The system plays the new ringing melody for you to familiarize.
  10. Press the **Back** softkey.



You can change the melody playback speed using the **Set melody** option.

---

---

## Applying special ring tone melodies

Your system administrator can assign unique ring tones for all the numbers on your telephone system. You can easily recognize the calls from Service, Head office, or Workshop from the special ring tone assigned to each. You can apply these ring tones to your telephone.

The setting can be applied only to external calls and VIP calls.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Display/Acoustics**.
  5. Press the **OK** button.
  6. Select **MSN call type (off)**.
  7. Press the **Modify** softkey.
  8. If you wish to hear your personal ring tones again, change the setting back to **(off)**.
  9. Press the **Back** softkey.
- 

---

## Setting the contrast

You can change the contrast and the brightness of the display on the telephone to improve the visibility in different light conditions.

- 
1. Press the **Avaya Home** button.  
You can access the **Display/Acoustics** menu directly using the **Volume** button when the phone is in a idle state.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Display/Acoustics**.
  5. Press the **OK** button.
  6. Select **Acoustics/Contrast**.

**Note:**

To reset the **Acoustics/Contrast** settings to the default status, select **Default setting**. Press **OK** to confirm.

7. Press the **OK** button.
  8. Increase or reduce the contrast with the right or left navigation button.
  9. Press the **Save** softkey.
-

---

## Setting the language

You can change the language on your phone display to suit the geographical location.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Display/Acoustics**.
  5. Press the **OK** button.
  6. Select **Language**.
  7. Press the **OK** button.
  8. From the list of languages that are displayed, select the language that you want to use.
  9. Press the **OK** button.  
Your telephone reboots to display all text in the selected language.
- 

---

## Adjusting the setting for handsfree operation

You can adjust the handsfree settings for the conditions prevailing in your office and surroundings.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Display/Acoustics**.
  5. Press the **OK** button.
  6. Select **Set handsfree**.
  7. Select **Acoustics/Contrast**.
  8. Press the **OK** button.
  9. Select **Handsfree**.
  10. You can change the following settings with the right or left navigation button.

- Handsfree setting **1**: Normal connection (medium volume)
- Handsfree setting **2**: Quiet or long-distance connection
- Handsfree setting **3**: Loud connection, purely digital, or an internal connection. This is normally the best setting if you use the built-in loudspeaker on your telephone.
- Handsfree setting **4**: Suitable for use when you connect an additional loudspeaker to your telephone.

11. Press the **Back** softkey.

---

---

## Deactivating the ringing tone temporarily

If you do not wish to be disturbed, you can activate the **Do not disturb** feature by temporarily deactivating the ring tone. You can continue to make internal and external calls without any restriction.

You can still make internal and external calls yourself without any restrictions even when you have activated the **Do not disturb** feature.

 **Note:**

You can set your telephone to accept calls from telephone numbers you consider important even when it is in the **Do not disturb** mode. Use the Call filter feature to select numbers that will not be impacted by the **Do not disturb** mode.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Display/Acoustics**.
  5. Press the **OK** button.
  6. Select **Do not disturb**.
  7. Press the **OK** button to switch on and off.  
When you activate the **Do not disturb** feature, the caller hears an announcement to that effect or the busy tone.
- 

**Related topics:**

[Using a call filter](#) on page 97

---

## Activating Night service

A telephone system is often required to handle calls differently at night than during the day. Accordingly, you can set up specific operators for the night service.

The system administrator programs your telephone to include the Night service. You can activate the Night service feature you want at any time, or the system can activate the Night service feature automatically at times set by your system administrator. To set the calling stations for the Night service in the menu, click **Settings** > **System functions**.

- 
1. Press the **Avaya Home** button.
  2. Select **Night service**.
  3. Press the **OK** button.
  4. Select **Night service 1 (or 2, 3, Autom. Night service)**.  
To use pre-programmed times, select **Autom. Night service**.
  5. Press the **Modify** softkey.  
The system activates the Night service immediately.



**Note:**

In each case, only the last activated Night service is applicable. The system deactivates all night services that were previously activated.

---

**Related topics:**

[Assigning operators for night service \\*](#) on page 102

---

## Activating automatic handsfree after dialing

To set your telephone to handsfree mode automatically when you call an external subscriber:

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Dial settings**.
  5. Press the **OK** button.

6. Select **Autom. handsfree (off)**.
  7. Press the **Modify** softkey.
  8. Press the **Back** softkey.  
The system saves the new setting.
- 

---

## Seizing exchange line automatically

You can automatically seize an exchange line every time you dial with the handset on hook. You need not dial the external line code in this case.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Dial settings**.
  5. Press the **OK** button.
  6. Select **LN on dialing (off)**.
  7. Press the **Modify** softkey.
  8. Press the **Back** softkey.  
The system saves the new setting.
- 

### Result

If **LN on dialing** is turned on, you must first press the **Hold** softkey to make an internal call.

#### Related topics:

[Calling an external number](#) on page 18

---

## Seizing external line automatically when going off-hook

You can automatically seize an external line whenever you lift the handset. You then never have to dial the external line code.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Dial settings**.
  5. Press the **OK** button.
  6. Select **Line/Off-hook (off)**.
  7. Press the **Modify** softkey.
  8. Press the **Back** softkey.  
The system saves the new setting.
- 

### Result

If **Line/Off-hook** is turned on, you must first press the **Hold** softkey to make an internal call.

---

## Setting the number of redials

When you activate the automatic redial feature, use this procedure to specify the number of times the system must repeat dialing automatically.

The options are 0, 3, 5 or 10 redials.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Dial settings**.
  5. Press the **OK** button.
  6. Select **Number of redials**.
  7. Press the **Modify** softkey several times until the LCD screen shows the number of redials you want.  
If the setting is **0**, the LCD screen on the telephone does not show the **Auto. redial** menu item while calling external numbers.
  8. Press the **Back** softkey.  
The system saves the new setting.
-



**Related topics:**

[Requesting automatic redialing](#) on page 21

---

## Setting the redial interval

When you activate the automatic redial feature, use this procedure to set the time that elapses between two automatic redials.

The options are 15, 30, 60, 90 or 120 seconds.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Dial settings**.
  5. Press the **OK** button.
  6. Select **Redial every ... s**.
  7. Press the **Modify** softkey several times until you see the time interval you want.
  8. Press the **Back** softkey.  
The system saves the new setting.
- 

---

## Setting the number to show to the external subscribers

For external calls, you can administer your telephone settings regarding the telephone number that the external caller can see. You can specify whether the number on display is your internal extension number or only the company telephone number.

This feature must be supported by your network provider.

 **Note:**

You can also use the Anonymous calling feature to prevent display of any calling number for a specific call you make.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.

3. Press the **OK** button.
4. Select **Dial settings**.
5. Press the **OK** button.
6. Select **Remote no. disp.**
7. Press the **Modify** softkey several times until you see the setting you want. The options to select from are:
  - **Off**, Turns off the number display off completely,
  - **Own**, Sends your internal extension number (e.g. 7505-12)
  - **Master**, Sends only your company telephone number (e.g. 7505-0).
8. Press the **Back** softkey.  
The system saves the new setting.

---

### Result

Depending on the administration of your telephone system, the system presents a list of the numbers you can use to present yourself to the person you dial.

---

## Accepting calls automatically using the Handsfree answer back feature

You can set up your telephone to automatically accept incoming internal calls. If you receive a call, you will hear a short signal tone and the microphone and loudspeaker of your telephone are activated immediately.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications/Partner**.
  5. Select **Dial settings**.
  6. Press the **OK** button.
  7. Select **Handsfree AB...** which is off by default.
  8. Press the **OK** button.
  9. Press the **Back** softkey.

The system saves the new setting.

---

## Result

The display shows the status information as **Handsfree answer back**.

### Note:

If you want to turn off **Handsfree answer back** again, set the function to **Handsfree answer back (on)** again.

---

## Turning direct dialing on or off

Dialing begins as soon as you press the first digit or a destination key if the Direct dial feature is enabled.

However, you can turn this setting off and type all the digits of a telephone number before you dial the number as a block. You can then check the telephone number again and correct it, if necessary.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Dial settings**.
  5. Press the **OK** button.
  6. Select **Direct dial (on)**.
  7. Press the **OK** button.
  8. Press the **Back** softkey.  
The system saves the new setting.
  9. Press the softkey.
  10. To reactivate direct dialing, turn the function to **Direct dial (On)** again.

---

### Related topics:

[Calling an internal number](#) on page 17

---

## Deactivating a second call

If you are on a call and a second call comes on the line that you do not want to attend to, you can deactivate the second call.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Dial settings**.
  5. Press the **OK** button.
  6. Select **Second call (on)**.
  7. Press the **Modify** softkey.
  8. Press the **Back** softkey.  
The system saves the new setting.

---

### Result

If you are on a call that you do not want to interrupt and you turn off the second call, the caller of the second call hears the busy signal.

---

## Assigning code numbers \*

On your Avaya 9508 Series telephone, you can assign a code number to each outgoing and incoming call. With this feature, you can assign that call to a project or client number, as needed. You can also modify the code number during the call.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Dial settings**.
  5. Press the **OK** button.
  6. Select **Code:**.

If you have already set up a code, the system displays the current code number on the LED screen.

7. Press the **OK** button.
  8. You can perform the following functions as applicable:
    - To change the code, enter the new code number.
    - To deactivate the code, press **OK** button,
    - To delete the code, select **Delete** and press **OK** button.
  9. Press the **Back** softkey.  
The system saves the new setting.
- 

---

## Extending call display

You can set your telephone to display additional information besides the number and name of the caller. For example, the number the caller dialed. This tells you whether the caller wants to speak to you or another unit, such as Service or Workshop.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Call display A > B (off)**.
  7. Press the **Modify** softkey.
  8. Press the **Back** softkey.  
The system saves the new setting.
- 

---

## Deactivating VIP call signaling \*

You can use this procedure to temporarily remove calls from the VIP call signaling, if a VIP call or pager has been set up for your telephone. After you deactivate signaling, the system does not signal to a pager or log calls.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **VIP call (on)**.
  7. Press the **Modify** softkey.
  8. Press the **Back** softkey.  
The system saves the new setting.
- 

---

## Removing the telephone from hunt groups

If your telephone is assigned to one or more hunt groups you can use this procedure to temporarily remove your telephone from these hunt groups.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Hunt group (on)**.
  7. Press the **Modify** softkey.
  8. Press the **Back** softkey.  
The system saves the new setting.
- 

---

## Removing the telephone from general call

An incoming external call goes to an answering station as a general call from where the system redirects it appropriately.

In the absence of an answering station, the call signals on all the telephones connected to the system. You can administer your telephone so that it does not ring in the case of a general call.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **General call (on)**.
  7. Press the **Modify** softkey.
  8. Press the **Back** softkey.  
The system saves the new setting.
- 

---

## Activating remote headset

Use this procedure to activate the use of a cordless convenience headset.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Remote headset (off)**.
  7. Press the **Modify** softkey.
  8. Press the **Back** softkey.  
The system saves the new setting.
-

---

## Function, destination, line, and partner keys

---

### Introduction to Function keys

You can assign functions, call numbers, partners, or lines that you use frequently to freely programmable function keys. You can then execute the functions, seize the line, or dial the call numbers simply by pressing the key.

A partner can be any internal subscriber to your telephone system. If you place a partner on the function key, then you can view the corresponding LED to know the telephone status of the partner.



**Note:**

All the procedures described in this user manual assume a standard assignment of the function keys.

Reassigning function keys may change the operating procedures. Functions that are assigned to keys no longer appear in the menu.

**Related topics:**

[Calling with a destination key](#) on page 18

---

### Assigning functions to keys

Programmable function keys let you assign functions which you use frequently. You can then execute these functions simply by pressing the appropriate keys.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Function keys**.
  5. Press the **OK** button.  
The description and current assignment of all keys will be displayed.
  6. Select the key you want to change or assign.
  7. Press the **Delete** softkey if necessary.
  8. Select the function that you want to assign to the key.



9. Press the **OK** button.
  10. Press the **OK** button.
- 

---

## Assigning destinations to keys

---

1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Function keys**.
  5. Press the **OK** button.  
The description and current assignment of all keys will be displayed.
  6. Select the key you want to change or assign.
  7. Press the **OK** button.
  8. Select **Destination key**.
  9. Press the **OK** button.  
The call numbers or names stored in your individual phone book are displayed.
  10. Select the destination you want to assign to this key.
  11. Press the **OK** button.
  12. Press the **OK** button.  
You can now call the destination with this key.
- 

---

## Assigning lines to keys

---

1. Press the **Avaya Home** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Function keys**.
5. Press the **OK** button.  
The description and current assignment of all keys will be displayed.

6. Select the key you want to change or assign.
  7. Press the **OK** button.
  8. Select **Line**.
  9. Press the **OK** button.
  10. Select the line you want to assign to this key. For example, **Line 2**.
  11. Press the **OK** button.
  12. Press the **OK** button.  
You can now seize Line 2 with this key.
- 

---

## Assigning partners to keys

---

1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Function keys**.
  5. Press the **OK** button.  
The description and current assignment of all keys will be displayed.
  6. Select the key you want to change or assign.
  7. Press the **OK** button.
  8. Select **Partner**.
  9. Press the **OK** button.  
The LCD screen shows a list of all the internal subscribers.
  10. Select the subscriber you want to assign to this key.
  11. Press the **OK** button.
  12. Press the **OK** button.  
The subscriber is now set up as a partner and is accessible directly through this key. The corresponding LED for the key lets you view the partner's telephone status.
-

---

## Deleting destination key assignments

You can delete the destinations and functions that are assigned to the keys.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Function keys**.
  5. Press the **OK** button.  
The description and current assignment of all keys will be displayed.
  6. Select **Set Destination** key.
  - 7.
  8. Press the destination key.  
You can now see the function or call number previously assigned to the key.
  9. Select **Modify**.
  10. Press the **Back** softkey.  
The key is now free for use.
- 

---

## Conference bridge settings

---

### Setting up the conference bridge \*

Only authorized subscribers can reserve the conference bridge. Each of these subscribers can change the access PIN themselves.

You can also set up a standard PIN for a conference bridge. Any subscriber can dial into the conference bridge providing it is not reserved.

---

## Setting up reservation permissions

If you have the right to set up reservation permissions, you can give individual subscribers the option of reserving the conference bridge.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Conference bridge**.
  7. Press the **OK** button.
  8. Select **Permission for ....**
  9. Enter the number of the subscriber for whom you want to enable reservation permissions.  
On the display, you can see the access PIN and whether the subscriber can reserve the conference bridge. For example, **PIN: 0000 Not active**.
  10. Select **Activate**.
  11. Press the **OK** button.  
The subscriber can now reserve the conference bridge using the access PIN set.
- 

---

## Changing the access PIN

You can change your access PIN for the conference bridge at any time. The changed access PIN applies immediately even for conferences reserved in advance.

If you have permission, you can also change the access PIN for other subscribers.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.

6. Select **Conference bridge**.
  7. Press the **OK** button.
  8. Select **PIN: 0000**.
  9. Press the **OK** button.
  10. Enter the new 4-digit access PIN.  
Different conferences can have the same access PIN.  
You have changed the access PIN.
- 

---

## Setting up standard access \*

You can use the standard PIN to log into the conference bridge when it is not reserved.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Conference bridge**.
  7. Press the **OK** button.
  8. Select **Standard PIN**.
  9. Press the **OK** button.  
You are shown that the standard PIN cannot be used, e.g. **PIN: 0000 Not active**.
  10. Select **Activate**.
  11. Press the **OK** button.
  12. Press the **Back** softkey.  
You can now access the conference room using the standard PIN.
- 

### Next steps

To block access to the conference using the standard PIN:

1. Enter the **Standard PIN** menu.
2. Select **Deactivate**.
3. Confirm by pressing the **OK** button.

The standard PIN is marked **Not Active** again.

---

## Changing the standard PIN \*

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Conference bridge**.
  7. Press the **OK** button.
  8. Select **Standard PIN**.
  9. Press the **OK** button.
  10. Select **PIN: 0000 Not active**
  11. Press the **OK** button.
  12. Enter the new 4-digit standard PIN.
  13. Press the **Back** softkey.  
You can now use the changed default PIN.
- 

---

## Managed Mobility Access settings

---

### Introduction to MMA settings

You can register up to 50 external numbers on your system for use with the Managed Mobility Access (MMA) feature.

The number you register is assigned to a fixed internal subscriber. An internal subscriber can be assigned to more than one external number.

The option of using callback and editing the numbers can be given to the internal subscribers.

By default, a normal call diversion can be activated to telephones with registered numbers. For each registered number, you can configure that twinning is activated instead of call diversion.

**Related topics:**

[Introduction to MMA](#) on page 59

---

## Adding dial-in authorized numbers \*

If you have permission, you can register for any internal subscribers new numbers which are authorized to dial in.

1. Press the **Avaya Home** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Applications**.
5. Press the **OK** button.
6. Select **Mobility**.
7. Press the **OK** button.
8. Enter the telephone number of the internal subscriber for whom you want to register a new number.  
The LCD screen shows a list of all the external numbers already registered.
9. Press the **New** softkey.
10. Select a number you want to register from the list or enter the external number with the dialing code. For example, 0696 50512.  
The number list contains all the external numbers on the call log of the internal subscriber.

 **Note:**

This saves a lot of effort in keying in all the digits of a number. For example, you can simply call your extension using the mobile whose number you want to register. The number appears in your call log and you can easily add it as a registered number.

11. If necessary, press the **Options** softkey and select and modify one or several of the following settings:
  - **Callback (off)**: To allow callback option, change setting to **(on)**.
  - **Editable (off)**: To allow editing option, change setting to **(on)**.
  - **Twinning (off)**: To set twinning instead of call diversion, change setting to **(on)**.

12. If necessary, press the **Back** softkey to quit the **Options** menu.
13. Press the **OK** button.  
The number is registered and list of registered numbers shows the new number.

---

## Result

The **Call diversion > Divert to** menu shows the all registered numbers as twinning or call diversion destinations.

### Related topics:

[Diverting calls from your telephone to another](#) on page 31

---

## Changing dial-in authorized numbers \*

If you have permission, you can change the telephones or registered numbers that can dial in to your telephone system.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Mobility**.
  7. Press the **OK** button.  
The LCD screen shows a list of all the external numbers registered.
  8. Select the number whose settings you want to change.
  9. Press the **OK** button.
  10. Change the external number.
  11. If necessary, press the **Options** softkey and select and modify one or several of the following settings:
    - **Callback (off)**: To allow callback option, change setting to **(on)**.
    - **Editable (off)**: To allow editing option, change setting to **(on)**.
    - **Twinning (off)**: To set twinning instead of call diversion, change setting to **(on)**.
  12. If necessary, press the **Back** softkey to quit the **Options** menu.
  13. Press the **OK** button.



The amended number is registered.

---

---

## Deleting dial-in authorized numbers \*

You can delete the registered numbers as required.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Mobility**.
  7. Press the **OK** button.
  8. Enter the phone number of the internal subscriber for whom you want to delete a registered number.  
The LCD screen shows a list of all the external numbers registered.
  9. Select the number you want to delete.
  10. Press the **Delete** softkey.
  11. Press one of the following softkeys:
    - **Entry**. To delete the shown entry.
    - **All**. To delete all entries in the list.
- 

---

## Using a call filter

The call filter list contains up to 10 directory entries. You can still receive signals of calls from subscribers in the call filter list even after you set up **Do not disturb**.

You can set up a special ring tone for calls from numbers on the call filter list.

 **Note:**

You can also use the call filter to prevent call diversion for selected numbers. If in addition to **Call divert to, immediate**, you also set up **Do not disturb**, then only your telephone rings when a call arrives from entries in the call filter list. The system diverts all other calls

immediately. You can also mark certain entries in order to reject or ignore calls from those numbers.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Call filter**.
  7. Press the **OK** button.
  8. Press the **New** softkey.  
The LCD screen shows a list is of all entries in the general directory and your personal directory.
  9. Enter one or more initial letters of the name until you see the subscriber you want.  
Instead of entering the initial letters, you can scroll through the telephone book to the entry you want.
  10. Press the **OK** button.  
The subscriber is added to the call filter list.
  11. Press the **Back** softkey.  
You can also configure the feature **Call Reject**. A call coming in from such a number is treated as if **Do not disturb** was activated.
    - a. Select an entry from the list and press **OK**.
    - b. Then select the option **Reject**.

---

**Related topics:**

[Diverting calls from your telephone to another](#) on page 31

[Deactivating the ringing tone temporarily](#) on page 77

---

## Deleting entries from the call filter

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.

3. Press the **OK** button.
  4. Select **Applications**.
  5. Press the **OK** button.
  6. Select **Call filter**.  
You can see all the call filter entries.
  7. Select the entry you want to delete.
  8. Press the **Delete** softkey.
  9. Press one of the following softkeys:
    - **Entry**. To delete the shown entry.
    - **All**. To delete all entries in the list.
  10. Press the **Back** softkey.
-



# Chapter 13: Settings for your telephone system

---

## Introduction

You can modify many of the settings for your telephone system from your Avaya 9508 Series Deskphones.

The settings apply to all the telephones in your system.

- External callers can use various telephone numbers to reach your company. These telephone numbers serve as the operator for the company. You can link a number to a specific telephone or telephones in the company so that when a call comes on that telephone number, only the linked telephones ring.

The settings serve normal daytime operations, three different nighttime variations from 1 to 3, and call forwarding after a time delay.

- If you want to operate several calls alone, you can issue a "busy" signal to every new caller as soon as you are in a call. This is called second call barring.
- You can change the date and time globally for the whole system.
- You can determine a customer password. For example, you can manage your telephone system with the ICT tool.
- You can obtain statistical information for your telephone, such as traffic statistics.

---

## Assigning operators for day service \*

External callers can use various telephone numbers to reach your company. These telephone numbers serve as the operator for the company. A single telephone can become the sole operator for all exchange lines. Alternatively, in the absence of an operator, a call goes to all telephones as a general call. You can assign an operator for each external line or link up to five telephones to one operator.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **System functions**.
  5. Press the **OK** button.
  6. Select **Day service**.
  7. Press the **OK** button.
  8. Enter the two-digit number of the line for which you want to set up operators.  
Press the corresponding line key instead of entering the line number.
  9. Select the number for which you want to set up an operator.
  10. Press the **OK** button.
  11. Enter the internal number of the telephone which is to be set up as an operator. For example, 13.
  12. You can enter four other internal telephone numbers that you want to set up as operators also.
  13. If necessary, select **Next line** and set up operators for this line.
  14. Press the **Back** softkey.  
The system saves the new setting.
  15. To change existing answering stations, simply enter the new operators.
- 

---

## Assigning operators for night service \*

A telephone system handles calls at all times. At night, the operation is different from the daytime operations and includes three options. You can administer specific operators for night service and program different classes of service for that time. See the Integral 5 system manual for more details on activating night service.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **System functions**.
  5. Press the **OK** button.

6. Select **Night service**.
7. Press the **OK** button.
8. Enter the two-digit number of the line for which you want to set up operators.  
Press the corresponding line key instead of entering the line number.
9. Select the number for which you want to set up an operator.
10. Press the **OK** button.
11. Enter the internal number of the telephone which is to be set up as an operator. For example, 13.
12. If necessary, enter four further internal numbers of telephones which are also to be set up as operators for this night service.
13. If necessary, select **Next line** and set up operators for this line.
14. Press the **Back** softkey.  
The system saves the new setting.
15. To change existing answering stations, simply enter the new operators.

---

**Related topics:**

[Activating Night service](#) on page 78

---

## Assigning call forwarding destinations \*

You can assign up to five call forwarding destinations for each exchange line. Call forwarding takes place after a set time when a operator is called through the exchange line. The time before the call is forwarded can be set globally for the system between 0 and 300 seconds.

If you set up call forwarding for the operator but do not specify a forwarding destination, the system forwards the call as a general call.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **System functions**.
  5. Press the **OK** button.
  6. Select **Call forwarding**.
  7. Press the **OK** button.
  8. Enter the two-digit number of the line for which you want to set up operators.

Press the corresponding line key instead of entering the line number.

9. Select the number for which you want to set up an operator.
10. Press the **OK** button.
11. Enter the internal number of the telephone which is to be set up as an call forwarding destination. For example, 13.
12. If necessary, enter four further internal numbers of telephones to which the call should be forwarded.
13. If necessary, select **Next line** and set up operators for this line.
14. Press the **Back** softkey.  
The system saves the new setting.
15. To change operators you have already set up simply enter the new operators.

---

**Related topics:**

[Forwarding calls to forwarding stations](#) on page 26

---

## Setting up Second Call Barring \*

You must have authorization to set up **Second Call Barring**. The administrator approves the telephone numbers for setting up **Second Call Barring**.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **System functions**.
  5. Press the **OK** button.
  6. Select **Second Call Barring**.
  7. Press the **OK** button.  
The LCD screen shows a list of numbers for which **Second Call Barring** can be set up.
  8. Select the number for which you want to change **Second Call Barring**.
  9. Press the **OK** button.
  10. If necessary, select other numbers for which you want to change the setting.



11. After you have selected the other numbers, press the **OK** button.
12. Press the **Phone/Exit** button.  
The new setting is saved.

---

### Result

If you are in a call, another external caller receives a busy tone even if other telephones in the call distribution are free.

---

## Setting the date and time

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **System functions**.
  5. Press the **OK** button.
  6. Select **Date/ time**.
  7. Press the **OK** button.
  8. Enter the date in the day, month, and year format. For example, 050110 for January 5th 2010.
  9. Enter time in hours and minutes format. For example, 1051 for 10:51 am.  
The day of the week is set automatically.
  10. Press the **Back** softkey.  
The system saves the new setting.
- 

---

## Setting customer password \*

You can setup a customer password that you can use when you manage the telephone system with the Integral Customer Tool (ICT). The password can consist of letters and digits.

- 
1. Press the **Avaya Home** button.
  2. Select **Settings**.
  3. Press the **OK** button.
  4. Select **System functions**.
  5. Press the **OK** button.
  6. Select **Customer pswd**.
  7. Press the **OK** button.
  8. Enter the old password if you assigned one already.
  9. Enter the new four-digit customer password or PIN.
  10. Press the **Back** softkey.  
The system saves the new setting.
- 

---

## Showing traffic statistics \*

You can retrieve statistical information for your telephone.

- 
1. Press the **Avaya Home** button.
  2. Select **Traffic statistics**.
  3. Press the **OK** button.  
You can see all the information about calls since you last deleted the data.
  4. To reset the counter, select **Delete**.  
The system begins recording data anew from the current date.
-

# Chapter 14: Auxiliary devices

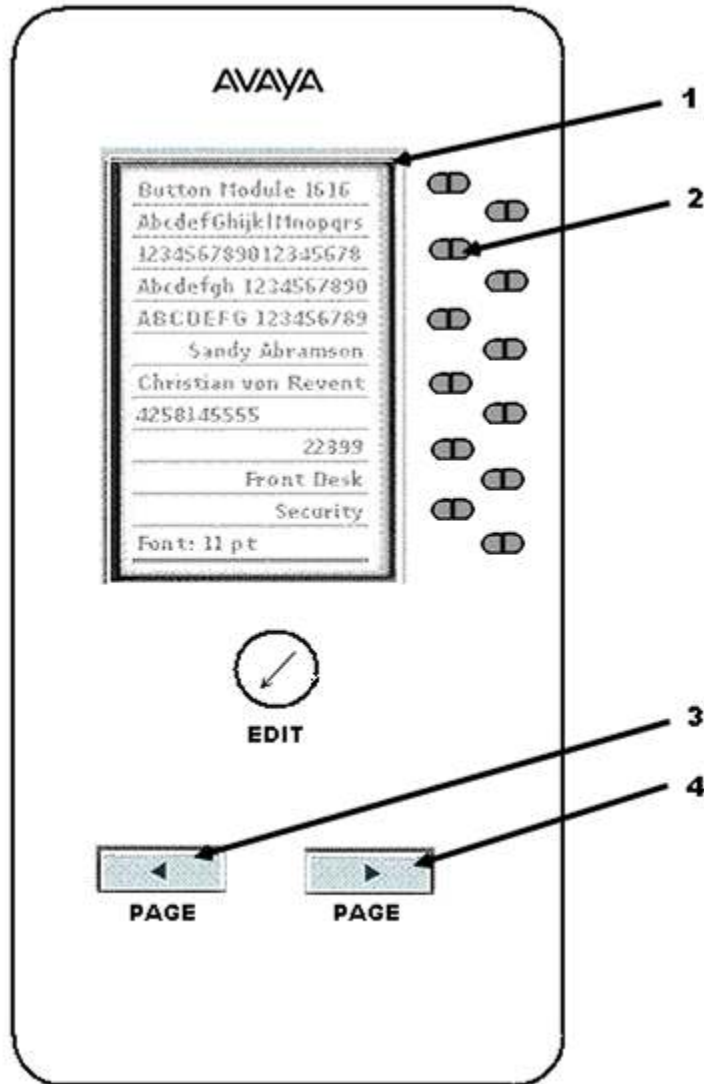
---

## Button module BM12

A BM12 button module provides 12 physical buttons that you can use over two screens to program 24 function/partner keys. You can connect three BM12 modules to your Avaya 9508 Series telephone.

Your system administrator can assign the buttons according to your preferences. The following options are available to you:

- Telephone numbers or call numbers of your partners
- Individual destinations or frequently used call numbers
- Functions such as door opener, call diversion or hotel functions



**Figure 1: BM12 Button Module**

**Table 6: Button Layout for the BM12 Button Module**

1	Line/Application/Function Display
2	Buttons with LEDs
3	Left scroll button
4	Right scroll button

**Dialing with the BM12 button module:**

Use the BM12 buttons just like the destination or partner keys located directly on your telephone. Lift the handset and then press the button for the subscriber you want to call.

---

## Using a headset

You can connect a headset to your telephone. To use a cordless headset, first activate it.

 **Caution:**

Prolonged usage of a headset and listening to loud sounds can impair your hearing. Use the **Volume** button to maintain the headset volume at a pleasant level.

**Answering calls:**

To answer a call, press the **Headset** button.

**Continuing a headset call with the handset:**

To continue a headset call, lift the handset and continue the conversation as normal.

**Continuing a handset call with the headset:**

To continue a handset call using the headset, press the **Headset** button. You will be speaking to the other party through the headset. The LED on the button lights up.

**Continuing a handset call with the headset:**

To continue a handset call using the headset, press the **Headset** button. You can speak to the other party through the headset. The LED on the button lights up.

**Ending a headset call and disconnecting:**

To end a headset call, press the **Headset** button and replace the handset if necessary.

**Starting a call:**

To start a call, enter the telephone number or the internal call number and press the **Headset** button.

**Activating monitoring:**

To activate monitoring on the telephone while you are on a call with the headset, press the **Speaker** button. The LED on the button lights up.



# Chapter 15: Hotel functions

---

## Introduction

The hotel functions of the Avaya 9508 Series telephones are most suitable for use in small-sized to medium-sized hotels and guest houses. Your system administrator can connect up to three BM12 modules to the telephone for executing these functions.

The following hotel functions are available

- Checking in and checking out guests
- Viewing guest charges
- Disabling direct inward dialing to rooms
- Waking up guests

You can also connect a printer to the telephone system for printing charge reports and wake-up requests.

---

## Layout of the hotel functions on the BM12 button module \*

The following table contains some sample functions that the administrator can be program on the BM12 button module for use in a hotel.

**Table 7: Sample Hotel Functions for the BM12 button module**

Name	Description
Check-in / Check-out	For checking guests in and out.
DDD (Disable Direct Dial)	An external caller cannot directly connect to the room of the guest. The switchboard routes all calls.
Message	The switchboard can send a message to a room telephone.
Disable guest-to-guest	Hotel guests cannot make calls to each other directly from their room telephones. The switchboard routes all calls.
Charge limit	External calls are chargeable. The guest can only incur charges up to a specific amount.

Name	Description
Exit	For ending an operating procedure. You can use this to end an operating procedure. The BM12 module returns to displaying the calling status of the room telephones.
Other keys	Destination keys for guests.

---

## Checking in \*

- 
1. Press the **Check-in** button.
  2. Press the button for the room you want to allocate.
  3. Select the language that you want.  
You can select from the several languages that the menu displays on the guest telephone.
  4. Press the **OK** button.  
The guest is checked in. The button of the room booked lights up to indicate the guest is checked in.

---

### Result

The room guest obtains the full, nonrestricted class of service upon check-in as evident by the menu on display on the guest telephone. Voice announcements of a voice mail box, if any, are in the selected language. The system deletes all details pertaining to the previous guest.

---

## Checking out \*

- 
1. Press the **Check-out** button.
  2. Press the button of the room you want to check out.
    - *If the key light goes off:* There are no charges for that room guest, and there are no unheard messages on the voice mail box of the guest.Check-out is complete.



- *If the button LED flashes:* There are charges to recover from the room guest, or there are unheard messages on the voice mail box of that guest.

You can raise a bill for the charges and ask the guest to listen to the voice mail messages.

3. Press the **Exit** button.  
The BM12 module displays the current calling status of the room telephones.

---

## Result

On check-out, the system deletes all details of the guest messages, wake-up calls, call diversions, and callbacks. Direct dial from other rooms is disabled.

To obtain an automatic printout of the total expense incurred, consult your system administrator.

---

## Querying call charges \*

1. Press the **Avaya Home** button.
  2. Select **Charges**.
  3. Press the **OK** button.
  4. Press the button for the room again.  
The LCD screen shows the charges.
  5. Select one of the following:
    - **Printout**, To obtain the sum of charges,
    - **Total printout**, To obtain the details of individual calls.
  6. Press the **OK** button.  
The telephone system prints the charges for this guest.
  7. Select **Reset charge meter**.
  8. Press the **OK** button.  
The system deletes all details of the charges for this guest.
  9. Press the **Back** softkey.
  10. Press the button for the room again.  
The system completes the guest check-out. If not, it displays a message that there are unheard messages on the voice mail.
-

---

## Listening to messages \*

A menu lists the unheard messages on the voice mail box of the room guest.

- 
1. From the menu, select the relevant entry. For example, **101: New messages (2)**.
  2. To open the voice mail box, call the voice mail server.
  3. Enter the room number.
  4. Press the **OK** button.  
The system establishes a connection to the voice mail box of the guest.

You can transfer the voice mail box to another telephone where the room guest can listen to the voice mail messages by pressing the star (\*) key. There, the customer can listen to the messages on his voice mail box on pressing the (\*) key.

5. Press the button for the room again.  
The guest check-out is complete, and all unheard messages are deleted.
- 

---

## Messaging to guest: message at reception \*

- 
1. Press the **Message** button.
  2. Press the button for the desired room.
  3. Press the **Exit** button.  
The BM12 module displays the calling status of the room telephones.

On the display screen of the room telephone, you can see **Message**. If the room telephone does not have a display screen, the LED for signaling a call lights up.

If the guest rings back, the **Message** indication is canceled or the LED turns off.

4. To delete the message, press the key for the room again.
-

---

## Setting direct dial to rooms \*

If direct inward dial to a room is disabled, an external caller cannot reach this guest directly but must use the switchboard to connect.

- 
1. Press the **DDD** (Disable Direct inward Dial) button.  
The LEDs on the buttons of all rooms which cannot be called directly light up.
  2. Press the button for the room you want to enable direct dial.  
The button LED lights up which means that Direct Dial is enabled for the room.

If you want to disable Direct dial for a room, ensure that the LED for the corresponding room is switched off.

3. Press the **Exit** button.
- 

---

## Setting guest-to-guest connection \*

If a guest-to-guest connection is disabled, one guest cannot directly call another guest but must use the switchboard to connect.

- 
1. Press the **Disable guest-to-guest** button.  
The LEDs for the buttons of all rooms that cannot directly call other room telephones light up.
  2. Press the button for the room you want to disable **guest-to-guest** dialing.  
The LED for the corresponding button lights up or goes out, depending on the new **guest-to-guest** connection status of the room.
  3. Press the **Exit** button.
- 

---

## Determining the charge limit \*

When you activate the charge limit for a room, the room guest can only incur charges up to the specified limit. A signal tone indicates that the charge limit is reached. If the room guest is on a call, the call continues uninterrupted but the system bars other external calls. The

reception telephone displays a message that the guest has exceeded the charge limit. The charge limit is the same for all guests.

- 
1. Press the **Charge limit** button.  
The LEDs for buttons of all the rooms with an activated charge limit light up.
  2. Press the button for the room you want to set a charge limit.  
The corresponding LED for the button lights up or goes out, depending of the new charge limit status of the room.
  3. Press the **Exit** button.
- 

---

## Waking up the guests \*

With the wake-up call, you can send your own text or one prepared by your system administrator. You can change that text or compose one yourself.

If the guest does not react to the wake-up call, a message to that effect appears on the reception telephone.

Using the printer, you can maintain a log of the time of entering the wake-up call and making the wake-up call and whether the guest acknowledged the call or not.

The guest can set the wake-up times by using the telephone. Voice-controlled operation is described in the manual for the voice mail box.

- 
1. Press the **Avaya Home** button.
  2. Select **Appointments**.
  3. Press the **OK** button.
  4. Select **Appointments for others**.
  5. Press the **OK** button.
  6. Press the button for the desired room.
  7. Press the **OK** button.  
The LCD display shows all existing appointments for that room.
  8. Now enter the time you want for the wake-up call just as you would for your own appointments.
  9. To delete one of the appointments, select the appointment and press **Delete**.
-

# Appendix A: Remote features

---

## Changing call diversion remotely \*

You can call your telephone system from an external telephone to set up or change a call diversion for your telephone or for other telephones.

You can do this from any telephone with DTMF suffix dialing. In many cases, you can use only certain preset telephones for this feature. For more information, contact your system administrator.

Your system administrator can enable the **Changing call diversion remotely** feature on your telephone. To know the remote control access number and PIN and also the codes for activating and deactivating call diversion, contact your system administrator.

- 
1. Dial the remote control access number from the external telephone.
  2. Enter your internal number.
  3. Enter your PIN.
  4. Enter the Codes for **Activate Call diversion**.
  5. Enter the diversion target number.
  6. To deactivate the diversion, enter the appropriate code.
  7. To set up or to change the call diversion, enter the code for **Activate follow-me** beginning with an asterisk (\*).
  8. Enter the external line code of the system and the new destination to which you want to divert the calls. An acknowledgement tone sounds after a short time.
  9. To deactivate the call diversion, enter the code for Deactivate follow-me.

---

### Related topics:

[Introduction to call diversion](#) on page 31



## Index

### A

acknowledging	
appointment	<a href="#">70</a>
adjusting	
handsfree operation	<a href="#">76</a>
alternating	
between calls	<a href="#">28</a>
announcement	
replying	<a href="#">23</a>
anonymous calling	<a href="#">24</a>
answered calls	<a href="#">18</a>
answering	
calls	<a href="#">25</a>
on hold	<a href="#">26</a>
pick-up	<a href="#">25</a>
second call	<a href="#">28</a>
answering calls for	<a href="#">26</a>
answering stations	<a href="#">101</a> , <a href="#">102</a>
appointment	<a href="#">68–71</a>
delete	<a href="#">71</a>
for today	<a href="#">69</a>
one-time	<a href="#">69</a>
automatic handsfree	
after dialing	<a href="#">78</a>

### B

BM12	<a href="#">107</a> , <a href="#">111</a>
hotel functions	<a href="#">111</a>
brightness	<a href="#">75</a>
brokering	<a href="#">28</a>
bundles	<a href="#">35</a>
button module	<a href="#">107</a>

### C

call charges	<a href="#">65</a>
call display	
extending	<a href="#">85</a>
call diversion	<a href="#">31</a> , <a href="#">117</a>
changing remotely	<a href="#">117</a>
call filter	<a href="#">97</a> , <a href="#">98</a>
deleting entries	<a href="#">98</a>
call forwarding	
destinations	<a href="#">103</a>

call history	<a href="#">45</a>
call history entries automatically	<a href="#">47</a>
call history lists	<a href="#">18</a>
call lhistory	<a href="#">46</a>
call log	
additional entries	<a href="#">48</a>
entry in phone book	<a href="#">47</a>
symbols	<a href="#">45</a>
call numbers	
presenting different	<a href="#">81</a>
presenting specified	<a href="#">22</a>
callback	
automatic	<a href="#">20</a>
calling	
anonymous	<a href="#">24</a>
external	<a href="#">18</a>
internal number	<a href="#">17</a>
partners	<a href="#">19</a>
phone book entry	<a href="#">19</a>
speakerphone	<a href="#">19</a>
with a destination key	<a href="#">18</a>
calls	<a href="#">17</a>
charge limit	
hotel	<a href="#">115</a>
charges	<a href="#">65</a> , <a href="#">66</a> , <a href="#">113</a>
last calls	<a href="#">65</a>
lines	<a href="#">66</a>
subscribers	<a href="#">66</a>
total	<a href="#">65</a>
Checking in	<a href="#">112</a>
Checking out	<a href="#">112</a>
code dialing	
MMA	<a href="#">62</a>
Code number	<a href="#">84</a>
conference	
expanding	<a href="#">37</a>
conference bridge	<a href="#">39–42</a> , <a href="#">91–94</a>
access PIN	<a href="#">92</a>
changing standard PIN	<a href="#">94</a>
dial into	<a href="#">39</a>
managing calls	<a href="#">40</a>
releasing reservation permission	<a href="#">92</a>
releasing standard access	<a href="#">93</a>
reserving one-time	<a href="#">41</a>
reserving recurring	<a href="#">42</a>
set up	<a href="#">91</a>
conference call	<a href="#">37</a> , <a href="#">38</a>

making .....	<a href="#">37</a>
three-party .....	<a href="#">37</a>
conference room .....	<a href="#">39</a>
connecting participants .....	<a href="#">38</a>
consultation call .....	<a href="#">27</a>
contrast .....	<a href="#">75</a>
customer password .....	<a href="#">105</a>
cut-in .....	<a href="#">21</a>

---

## D

date .....	<a href="#">105</a>
day service .....	<a href="#">101</a>
deleting .....	<a href="#">47, 71</a>
appointment .....	<a href="#">71</a>
destination key	
LEDs .....	<a href="#">14</a>
destination keys .....	<a href="#">89</a>
destinations	
assigning keys .....	<a href="#">88</a>
on keys .....	<a href="#">89</a>
direct dial	
hotel rooms .....	<a href="#">115</a>
direct dialing .....	<a href="#">83</a>
discrimination code .....	<a href="#">117</a>
diverting .....	<a href="#">31–33, 35</a>
after time .....	<a href="#">31–33</a>
bundles .....	<a href="#">35</a>
for another telephone .....	<a href="#">33</a>
from .....	<a href="#">32</a>
on busy .....	<a href="#">31–33</a>
to .....	<a href="#">31</a>
unconditional .....	<a href="#">31–33</a>
Do not disturb .....	<a href="#">77</a>
double call .....	<a href="#">31</a>
DTMF suffix dialling .....	<a href="#">117</a>

---

## E

editing	
phone book entry .....	<a href="#">52</a>
ending .....	<a href="#">38</a>
external line	
seizing when off-hook .....	<a href="#">79</a>
external number .....	<a href="#">18</a>

---

## F

follow-me .....	<a href="#">117</a>
forwarding calls .....	<a href="#">26</a>
function key	

LEDs .....	<a href="#">14</a>
functions	
assigning keys .....	<a href="#">88</a>

---

## G

general call .....	<a href="#">86</a>
guest-to-guest connectionl	
hotel .....	<a href="#">115</a>

---

## H

handling	
calls .....	<a href="#">25</a>
handsfree .....	<a href="#">19</a>
handsfree answer back .....	<a href="#">82</a>
handsfree operation	
setting .....	<a href="#">76</a>
handsfreeautomatic after dialing .....	<a href="#">78</a>
headset .....	<a href="#">87, 109</a>
activating .....	<a href="#">87</a>
remote headset .....	<a href="#">87</a>
hotel .....	<a href="#">112–116</a>
call charges .....	<a href="#">113</a>
charge limit .....	<a href="#">115</a>
checking in .....	<a href="#">112</a>
checking out .....	<a href="#">112</a>
direct dial .....	<a href="#">115</a>
guest-to-guest connection .....	<a href="#">115</a>
messages .....	<a href="#">114</a>
waking guests .....	<a href="#">116</a>
hotel functions .....	<a href="#">111</a>
BM12 .....	<a href="#">111</a>
hotel reception .....	<a href="#">114</a>
hunt groups .....	<a href="#">86</a>

---

## I

internal call .....	<a href="#">17</a>
---------------------	--------------------

---

## J

joining	
another call .....	<a href="#">21</a>

---

## K

keys	
assigning functions .....	<a href="#">88</a>



assigning numbers .....88

---

## L

language .....76  
lecture mode .....40  
LEDs  
    on keys .....14  
legal notices .....2  
line keys .....89  
lines  
    assigning keys .....88  
    on keys .....89  
LN on dialing .....79  
locking .....67  
    telephone .....67

---

## M

making a call .....17, 18  
Managed Mobility Access .....59, 94  
    settings .....94  
menu  
    ,Items .....12  
    overview .....12  
message  
    deleting .....55  
    own .....55  
    sending standard texts .....56  
    to caller .....56  
    viewing .....55  
    writing .....55  
messages .....55, 114  
missed calls .....18, 46  
MMA .....59–62, 94–97  
    call diversion .....62  
    callback .....60  
    change registered numbers .....96  
    code dialing destinations .....62  
    conference call .....61  
    deleting registered numbers .....97  
    dial system .....59  
    end call .....61  
    modify call diversion number .....62  
    modify twinning number .....62  
    place call .....60  
    refer-back call .....61  
    register numbers .....95  
    settings .....94  
monitoring .....19  
muting .....27

---

## N

night service .....78, 102  
    activating .....78

---

## O

on hold  
    placing .....26  
outgoing calls .....18

---

## P

pager .....85  
partner .....26, 88  
    assigning keys .....88  
partner key  
    LEDs .....14  
partner keys .....90  
partners  
    calling .....19  
    on keys .....90  
permission  
    conference bridge reservation .....92  
phone book .....19, 47, 51–53  
    calling entry .....19  
    deleting entry .....53  
    editing entry .....52  
    new entry .....51  
pick-up .....25  
PIN .....67, 92, 94  
    conference bridge .....92, 94

---

## R

reception  
    messages .....114  
redial  
    interval .....81  
    repetition time .....81  
redial list .....47  
redialing .....20, 21  
    automatic .....21  
redials  
    number of .....80  
referring back .....27  
reminder .....68  
remote  
    changing call diversion .....117  
removing .....46  
replying

announcement .....	<a href="#">23</a>
requesting	
automatic callback .....	<a href="#">20</a>
automatic redialing .....	<a href="#">21</a>
ring tone	
melodies .....	<a href="#">74</a>

---

## S

second call	
deactivating .....	<a href="#">84</a>
second call barring .....	<a href="#">104</a>
setting .....	<a href="#">75</a>
settings	
telephone system .....	<a href="#">101</a>
signaling calls	
on two telephones .....	<a href="#">34</a>
source discrimination code .....	<a href="#">117</a>
speakerphone .....	<a href="#">19</a>
symbols	
call log .....	<a href="#">45</a>

---

## T

telephone system

settings .....	<a href="#">101</a>
time .....	<a href="#">105</a>
traffic statistics .....	<a href="#">106</a>
transferring	
call .....	<a href="#">28</a>
on hold .....	<a href="#">28</a>
twinning .....	<a href="#">34</a>

---

## U

unlocking	
telephone .....	<a href="#">68</a>

---

## V

VIP call .....	<a href="#">85</a>
----------------	--------------------

---

## W

waking guests .....	<a href="#">116</a>
---------------------	---------------------