



TSC Training Guide

Avaya 9641G IP Desktops

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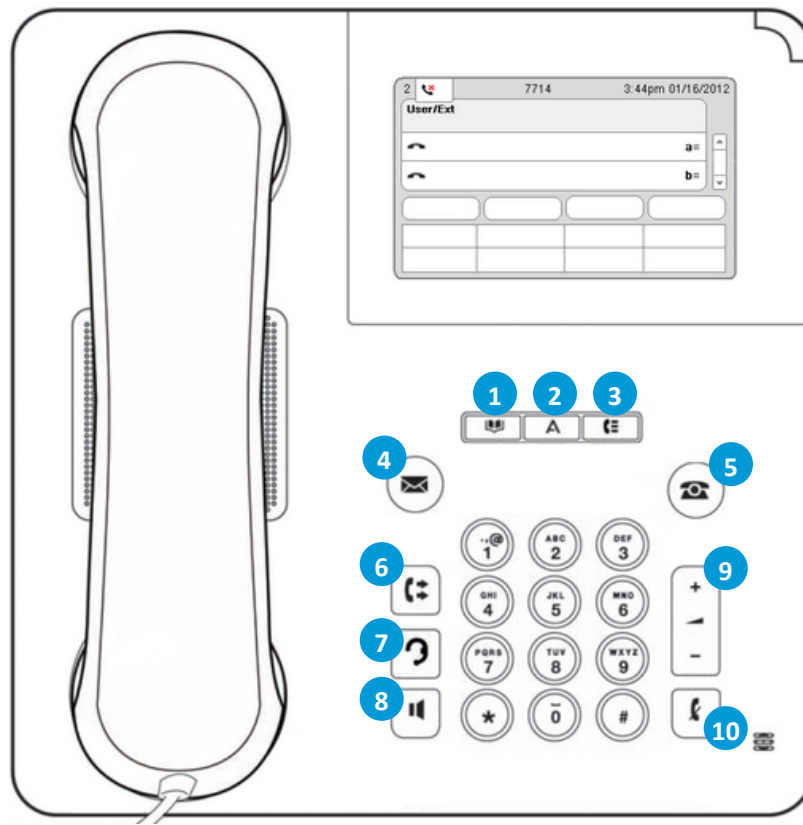
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Phone Overview

Buttons and Features

The following section describes the display, keys, buttons, and the associated features that are available on the Avaya 9641G IP desktop.



The following table provides descriptions of buttons and features of the phone.

| | | |
|---|--------------|---|
| 1 | Contacts | Press this button to create and view your personal contacts. This will be explained further on page 14. |
| 2 | Home | Press this this button it to get to your Home screen . |
| 3 | Call History | Press this button to view and manage your call logs. This will be explained further on page 15. |
| 4 | Voicemail | Press this button to access your voicemail. The button appears backlit red when there is a message on your main extension. |
| 5 | Phone | <i>This is the most important button on your phone.</i> Pressing this takes you to the screen where you will make, receive and manage your calls. The screen is touch-sensitive and you can use a pen, stylus, or finger to make selections. |

| | | |
|----|----------|--|
| 6 | Features | Press this button to access all features, including those that may not fit on your Quick Touch Panel . When active, it will be backlit red. |
| 7 | Headset | Press this button to use the headset if connected. Backlit red when active. |
| 8 | Speaker | Press this button to use the speakerphone. To take a call off speakerphone, lift the handset or press the headset button. Backlit red when active. |
| 9 | Volume | While on an active call, press + or - on the Volume button to adjust the volume of your handset, headset, or speaker. While you are not on an active call, pressing these buttons adjusts the ringer volume. To silence the ringer turn the volume all the way down. |
| 10 | Mute | Press this button to prevent the party with whom you are speaking with from hearing you. To take a call off mute, press mute again. You generally use this feature in conjunction with the speaker option. Backlit red when active. |

Home Screen


The following section describes the **Home screen**  of the Avaya 9641G IP phone.



The following table provides descriptions of icons found on your Home screen.

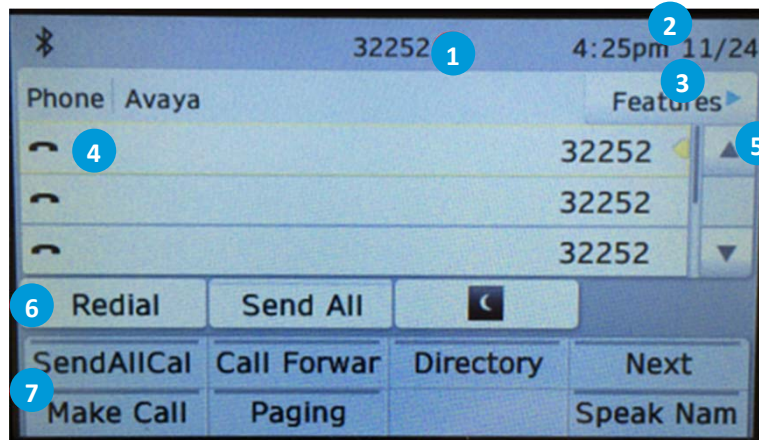
| | |
|---|--|
| 1 | Indicates the Home screen Calculator application. |
| 2 | Indicates the Home screen (phone) Settings menu. |
| 3 | The Home screen icon that indicates the mobile phone number for a favorite Contact. |
| 4 | The Home screen icon that indicates the general phone number for a favorite Contact. |
| 5 | The Home screen icon that indicates the home phone number for a favorite Contact. |
| 6 | The Home screen icon that indicates the work phone number for a favorite Contact. |

Phone Screen

The following section describes the **Phone screen**  of the Avaya 9641G IP phone.

On the Phone screen you will see:

- three appearances of your extension and possibly other “bridged appearances”;
- **Softkeys** that will change according to what you are doing; and
- The **Quick Touch Panel** with softkeys that are used to activate and deactivate features that are available to you.



The following table provides descriptions of various elements found on your Phone screen.

| | | |
|---|--|---|
| 1 | Your Extension | This is specifically programmed for you, with the features you require: |
| 2 | Time and Date | Displays current time and date in MM/DD format |
| 3 | Features Button | Takes you to all features programmed for you, including those that do not fit on the Quick Touch Panel . |
| 4 | Call Appearances and bridged appearances | Each set will have 3 appearances of your main extension number. There may be bridged appearances of other extensions below. To access them, use the scroll arrows on the right. |
| 5 | Scroll Bar | To view any bridged appearances or additional line appearances. |
| 6 | Softkeys | These will change once you are in a call, to allow different functions <ul style="list-style-type: none"> • Hold – to put a call on hold; • Transfer – to transfer a call; • Clear – to clear a number keyed in, before complete or join; • Complete – to complete a call transfer; • Conference – to start a conference call; • Add – to add a caller to a conference; • Join – to join a call to a conference; • Redial – to redial a call; |

| | | |
|---|-------------------|--|
| | | <ul style="list-style-type: none"> • Send all – duplicate of the SendAllCal feature; • Sleep (C) – puts your screen in power save. |
| 7 | Quick Touch Panel | <ul style="list-style-type: none"> • Up to 8 programmable buttons; • Most universally used features; • Programmed according to the features you require; <ul style="list-style-type: none"> ○ Can include EC500 or a message indicator for additional line appearances; ○ Any features that do not fit on the Quick Touch Panel will be in the Features menu. • Should always be set to <i>2 lines</i>. See page 18. |

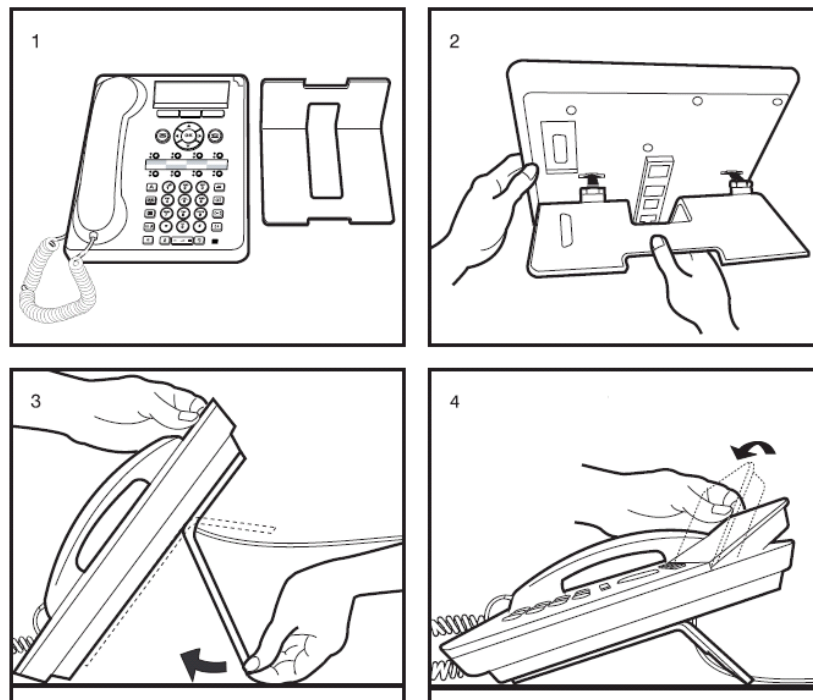
Power Saving

Your phone will go to the Home screen after 10 minutes of inactivity, and the screen will go black after 60 minutes of activity. This can be set to go to the Phone screen in Settings, if you prefer.

Phone Stand

The phones all include a stand that clips to the base of the phone. The stand allows the phone to be used in either upright or sitting. The angle of the phone can also be adjusted as shown below. The angle of the display can also be adjusted, and may be a little stiff when new

When changing the position of the stand, be sure to check that the stand has locked into the chosen position. A small plastic peg is located just under the phone's handset. This peg can be reversed to more securely anchor the handset when the stand places the phone in an upright position.



Call Handling and Features

Making calls

Use the **Phone screen**  to view and manage calls.

Dial a call manually

1. Pick up the handset, activate your headset, or press the **Speaker** button;
2. Use the dial pad to enter the number you want to call;
 - For internal GNWT calls enter the 5-digit extension;
 - For local (Yellowknife) numbers, enter '9' and the 7-digit number;
 - For long distance calls press '9', '1' and the 10-digit number;
3. If you dial a number without picking up the receiver, the screen will display a green **Call** softkey;
 - If you touch **Call**, this will automatically engage the speaker (or headset if this is your desired setting) and place the call;
 - If you pick up the handset, this will place the call.

End a call

1. Hang up the handset;
2. Deactivate the headset; or,
3. Push the **Speaker** button again to end the call.

Redialing a party

The **Redial** softkey is only available when you have calls in your call history log.

1. From the **Phone screen**, touch **Redial**;
2. The last number will be redialed or you will see a list of the most recent numbers;
 - **Redial** can be programmed for a list (maximum of 6) or just the last number. See page 22 for details.

Receiving calls

You have three line appearances of your main extension number and you may have additional appearances of bridged extensions. This allows you to receive more than one call, and gives you enough lines to make use of the advanced features of the phone.

1. When you receive an incoming call, the call is automatically selected when you lift **handset**, or press **Speaker**;
2. When a call comes in and is ringing, the appearance line will be green;
 - If you have bridged appearance, and a call comes in on that extension, it will automatically move up on your display;
3. Once a call is connected, it will turn blue;
4. If more than one call is connected, a small yellow triangle at the end of the line indicates the call that is active.

5. To send the call directly to voicemail, touch the **SendAllCalls** softkey;
6. To have the call ring the programmed number of rings before going to Voicemail, touch **Ignore**.

If you are already on a call you will be presented with the following softkeys:

- **Ans Hold** – places existing call on hold and answers new call;
- **Ans Drop** – hangs up on existing call and answers new call;
- **To VMail** – send the second call directly to Voicemail;
- **Ignore** – waits the programmed number of rings and then goes to Voicemail.

Hold

The **Hold** feature puts a call on hold until you retrieve it or the caller hangs up.

Placing a call on Hold

1. Touch the **Hold** softkey;
2. The person at the other end will hear music while on hold.

Retrieving the held call

1. Touch the **Resume** softkey;
2. The call is now active.

Transfer

The **Transfer** feature allows you to transfer a call from your telephone to another extension.

1. With the call active, touch the **Transfer** softkey;
 - The call is placed on hold and the caller hears the hold music or a corporate message;
2. Enter the number to which you want to transfer the call;
 - If you misdial, use the **Clear** softkey;
3. If you do not want to announce the call, touch the **Complete** softkey;
 - The call is sent to the extension or number you dialed;
 - If the call is not answered, it goes to voicemail;
4. If you wish to wait for an answer and announce the call, remain on the line and announce the call;
 - If the line is busy or if no one answers, return to the call by touching the **Cancel** softkey;
5. Touch the **Complete** softkey;
6. The call is sent to the extension or number you dialed;
 - You will be disconnected from the call.

Conference

The GNWT uses **SelectCom** for conferencing services. This is still in place for your convenience. It is a reasonably priced solution for conferencing up to 50 people. Call the **TSC Service Desk** if you require **SelectCom** services and do not have an account.

The GNWT's IP PBX phone system has a built in conference feature. This built-in conference feature is:

1. A convenient ad hoc conferencing option that allows you to conference up to the maximum number of six parties including yourself without using an external service;
2. Parties cannot dial into this conference. Someone already in the call has to call them and add them to the conference.
 - There is no moderator or PIN code;
 - Anyone with a IP PBX phone can add or drop parties from the conference call;
 - Parties can be internal GNWT and/or external numbers, including long distance and personal cellular.

Beginning a conference call

A conference call begins with a regular phone call. You can initiate a call, or start a conference from an active call.

1. Either or both of the parties in the call can touch **Conf** to conference in other participants;
2. Enter the extension or the phone number (this can be any number, not just a GNWT extension) of the party you want to add;
3. Touch **Join** softkey;
4. The person you called will be added to the conference.

Adding another party to a call

1. Touch the **Conf** softkey;
 - The current call is placed on hold;
 - You will hear a dial tone;
2. Enter the number of the next party and wait for an answer;
3. Touch the **Join** softkey to add the new party to the call;
4. Repeat steps 1-3 for each party you want to conference in to the call;
 - At this point **Conf** softkey becomes **Add**.

Adding a held call to the current call

1. Touch the **Conf** softkey;
2. Ignore the dial tone and arrow up or down to the held call you wish to add;
3. Touch the **Join** softkey;
4. All parties are now connected.

Preventing another person in the conference from hearing you

1. Press the **Mute** button;
 - It will be backlit when enabled;
2. The other parties cannot hear you;

- **Do not confuse the SILENCE key with Mute!** **Silence** designed for use with video conferencing, which is not available at this time. You must use **Mute** or you will be heard by the other parties!

Viewing the parties in a conference call

1. On your **Phone screen** you will see the call as **Conference** with a number behind it;
 - The number indicates how many parties are in the conference besides you, max of 5;
2. Touch the small blue arrow at the end of the conference line and you will see a list of the other parties;
3. The softkeys will change to show;
 - **Silence** (reserved for future use, not available at this time);
 - Do not confuse this with the mute button!
 - **Refresh** which will refresh the list of parties in the call;
 - **Back** which returns you to the **Phone screen**;
 - **Drop** which will disconnect the line you select;
 - Touch to select a line, the active call will have a small yellow triangle on the left;
 - Anyone can drop a party from the call, and they will not know who dropped them.

Transferring a conference call

1. With the conference call active, touch the Transfer softkey;
 - You will get a dial tone and be suspended from the conference;
2. Dial the number to which you want to transfer the call;
 - If you misdial, use the **Clear** softkey;
3. If you do not want to announce the call, touch the **Complete** softkey;
 - The call is sent to the extension or number you dialed;
4. If you wish to wait for an answer and announce the call, remain on the line and announce the call;
 - If the line is busy or if no one answers, return to the call by touching the **Cancel** softkey;
5. Touch the **Complete** softkey;
6. The conference call is sent to the extension or number you dialed;
 - You will be disconnected from the conference.

Bridged Appearances and Secondary Appearances

- Each line on your phone screen is called an “appearance”. Every phone is programmed with 3 appearances of your own extension;
- You may also have “bridged” or “secondary” appearances of extensions that are linked to your phone. To see these appearances, use the scroll buttons on the right of the screen and scroll down to see all of your additional appearances;
- Some people may have several appearances that they are responsible for. If there numerous appearances, a button bar may be installed for your convenience;
- For Voice mail on Bridged Appearances, see Page 24.

Paging


Some departmental divisions have requirements for a paging feature. The paging feature is a one-way communication, not an intercom function. Using the **Group Paging** feature, you can page a group of users that your system administrator has set up for you. A group page supports only one-way audio. That is, when you initiate a group page, only you can speak.

Not everyone in the defined page group will have the ability to send a page. If you can, there will be a **Paging** key that is labelled to identify a page group on your Quick Touch Panel or in your features. It is possible to have multiple page groups.

1. Press the **Paging** softkey;
 - You will hear a ring and a ziptone;
2. Start speaking after the tone;
 - Touch **End Call** or hang up the receiver to end an ongoing page.

Send calls directly to Voicemail

This is similar to “do not disturb”, and is used to redirect callers directly to voicemail when you are busy or away from your desk for a period of time. The caller will no longer hear three rings before going to voicemail.

1. Touch **SendAllCal** on your **Quick Touch Panel**, softkeys or **Features** menu to activate;
 - The softkey will turn green;
 - The **Features**  button will be backlit red;
2. Touch **SendAllCals** again to deactivate;
 - The softkey will return to the normal colour;
 - The **Feature** button will no longer be backlit.

You can also use this when a call comes in, you have not set the feature, but you do not want to take the call. The call will go directly to voicemail.

Call forward

Use to redirect your calls to another extension number within the GNWT.

1. Touch **Call Forward**;
 - You will hear a dial tone;
2. Enter the extension number you wish to forward to;
 - You will hear “beep, beep, beep”, which is the confirmation tone that your phone has been forwarded;
 - The **Call Forward** softkey will be green;
 - the **Features** button will be backlit red;
3. Touch **Call Forward** to deactivate;
 - The softkey will return to the normal colour;
 - The **Feature** button will no longer be backlit.

Forwarding a Bridged Appearance

As an example, this may be used to forward the French line to another extension if the main French-speaking person is unable to take the calls. This call forwarding will not appear on your features screen as being enabled.

To forward:

1. Touch the line with the bridged appearance;
 - You will hear a dial tone;
2. Press * dial tone stops;
3. Press **107** and the dial tone returns;
4. Enter the extension you are forwarding to;
 - You will hear three quick beeps as confirmation;
 - Only the extension you forward the calls to will ring. If the bridged appearance that you are forwarding is on other extensions, they will no longer ring.

There is no visible reminder that a bridged appearance is forwarded, so use with caution.

To remove this forwarding:

1. Touch the line and Press **#107** to remove forwarding;
 - There will be three confirmation beeps.

Extension to cellular (EC500)

This feature will only appear on your **Quick Touch Panel** if you have a GNWT-owned cell phone. This feature allows you to twin your desk phone to your cell phone.

Enable and disable EC500

1. Touch the **EC500** softkey on your **Quick Touch Panel** or in your **Features** screen;
 - The light on the **EC500** softkey will turn green;
2. Any incoming calls will ring once at your desk. Each subsequent ring will ring on both your desk phone and your cell phone;
 - You can answer the call from either device;
 - This works wherever you are, including while you are traveling, so make sure you set it properly before you travel, as roaming charges will apply if you are out of your calling area;
3. Touch the **EC500** softkey again to deactivate.

Extending calls

Beside the **EC500** softkey or in the **Features** screen, you will see an **Extend Call** softkey. This allows you to “extend” a call that is active on your office phone to your cell phone and move away from your desk.

The ability to use personal cellphones has been discontinued for record management and security reasons.

From cellphone to desk phone:

1. Touch the line and pick up the handset.

Call pickup

If you have a programmed pick-up group, the **Call Pickup** feature allows you to answer a call at your telephone for another extension in this pickup group.

To answer a call placed to someone in your pickup group (when your phone is idle):

1. Touch the **Call Pickup** softkey either in your **Quick Touch Panel** or on your **Features Screen**;
 - The extension will stop ringing and you will be connected to the call for pickup.

Directory

The directory will search all listed names in the IP PBX phone system.

1. Touch the **Directory** softkey on the **Quick Touch Panel**;
 - The softkey will turn green;
 - At the top of the display it will read "DIRECTORY – PLEASE ENTER NAME";
2. Search is by **last-name, first-name**;
 - Only lists GNWT employees who are on the IP PBX phone system;
 - Some people are hidden/undiscoverable for security reasons;
3. Use the number pad to enter the letters in the last name;
 - Press each button only once for each letter in the last name (similar to t9);
 - i.e.: if the name is "Doe", you would press 3, 6, 3;
4. Result(s) will appear on the top of the touch-screen;
5. The name and the extension;
6. Touch **Make Call** softkey to call this extension;
7. When you are done:
 - Touch the **Directory** softkey again to clear the entries and restart;
 - Press the **Phone screen** button to exit the directory;
 - The **Directory** will time out after one minute.

More than one person with same last name?

- Use the **Next** softkey to scroll-through the matches.

Special characters in the last name? Use:

- "*" for apostrophe and hyphen;
- "0" for space;
- "1" for a period or comma.

Short last name or common combination?

- Use "1" to insert a comma, this will signal the directory that you have entered all of the characters in the last name;
 - i.e.: for the last name "Vu", press 8, 8, 1;
- if there is more than one result, you can enter the first letter of the first name after the comma to narrow down the options.

If the Directory softkey is green, you will not be able to make a call; the system thinks you are still searching for names.

Contacts

This is your personal contact list, and is for your own use only. Your contact list is backed up in case you have problems with your set.

You can save up to 250 names and up to 3 telephone numbers per name.

Accessing Contacts

1. Press the **Contacts** button to access your contact list;
 - They will be in alphabetical order by the name you have entered;
2. If you have more contacts than fit on the screen, you can use the scroll bar on the right to go down the list;
3. You can search the list by entering letters into the search box. Use the number pad, and unlike the directory, you will have to press the number key until the desired letter comes up.

Adding a new Contact

You can add up to three numbers for a contact.

1. Press **Contacts**;
2. Touch **New** to enter a contact;
3. Enter the name using the on-screen keyboard. See Figure 1 on page 14;
 - Touch the green check mark when you are satisfied with your entry;
4. Enter the number using the number pad;
 - Enter “9” at the start of the number for an outside number;
 - Enter “9” and “1” for long distance;
 - Use a comma to separate an extension from a main number;
 - You may select an icon for a general number, work number, cell phone or home phone;
5. Touch the green check mark when you are satisfied with your entry;
6. Touch **Save** to keep your contact.

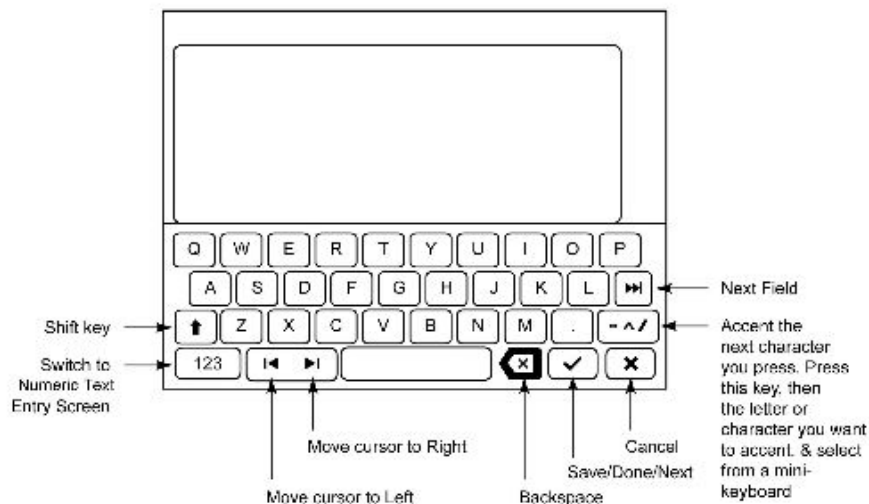


Figure 1

Viewing Contacts details

1. Press **Contacts**;
2. Touch the blue arrow at the end of the line for the contact you wish to view;
3. Touch **Back** to exit.

For Pairing Contacts to Calls: See page 20.

Editing a Contact

1. Press **Contacts**;
2. Touch the blue arrow at the end of the line for the contact you wish to edit;
3. Touch **Edit** to change the contact;
4. Touch the detail you wish to edit;
 - Use the on-screen keyboard to edit;
 - Touch the green check mark when you are done;
5. Touch **Save** to keep your changes;
 - Touch **cancel** to cancel your changes.

Make a Contact a Favorite

Favourites will appear as icons on your **Home screen** for one-touch dialing.

1. Press **Contacts**;
2. Touch the blue arrow at the end of the line for the contact you wish to make a favourite;
3. Touch **Favourite**;
4. Touch the **star**☆;
5. Edit the details of the contact if you want;
 - Use the on-screen keyboard to edit if you wish;
 - Be sure to add a "9" for outside lines;
 - Use the green checkmark to accept an entry;
6. The **star**☆ will now be amber;
7. Touch **Save** to keep the favourite;
 - Touch **Cancel** if you do not want this contact as a favourite;
8. Touch **Back** to get back to contact list;
9. Go to the **Home screen** to view your new favourite;
10. A scroll-bar will appear when the screen is full.

Deleting a Contact


1. Press **Contacts**;
2. Touch the blue arrow at the end of the line for the contact you wish to delete;
3. Touch **Delete**;
4. Touch **Delete** again to permanently delete the contact.

Call History

You can use **Call History** to view lists of your outgoing, answered, and/or missed calls. When you have one or more missed calls, the **History** button lights and the “Missed Calls” icon with the number of missed calls is displayed on the top left on the **Phone screen**.

Call History is not backed up, and any deletions are permanent. Call History is transitory, and not a government record, therefore is not subject to *Access to Information and Protection of Privacy (ATIPP)* requests.

Viewing the Call History

1. Press **Call History** button; 
 - Call Categories are icons at the top right;
2. Use the scroll bar at the right to move up and down through your calls;
 - Touch the blue arrow at the end of the line to view the details of the call;
3. Call someone in the **Call History**;
 - Touch the line to select and call;
 - Touch **Call** when in call details to call the selected caller back.

Viewing Call History details

1. Press **Call History**;
2. Touch the blue arrow at the end of the line to view the details of the call;
 - a. If the call was to a bridged appearance, the display will identify this as “CALL FOR:” and the bridged appearance number;
3. Touch **Back** to return to the list view.

Adding an entry from the Call History to your Contacts list

1. Press **Call History**;
2. Touch the blue arrow at the end of the line to view the details of the call;
 - **+Contact** will take you to the contact list;
3. Touch **Save** if the contact does not require editing;
4. Touch the field you want to edit to make changes;
5. Use the keypad on the screen to edit information;
 - Remember to add a “9” or “9” and “1” if required for outside numbers and long distance numbers;
6. Touch the green checkmark to accept the entry;
7. Touch **Save**.

Removing an entry from the Call History

1. Press **Call History**;
2. Touch the blue arrow at the end of the line to select the call;
3. Touch **Delete** and the details of the call are displayed;
4. Touch **Delete** again to confirm;
 - The call is permanently deleted from your call history;
5. **Back** takes you back to **Call History**.

Clearing all entries from the Call History

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

1. Press **Call History**;
2. Select the list you want to delete;
3. Touch **Clear All**;
4. Touch **Clear All** again to verify;
5. Touch **Cancel** to go back.

Features

To access your features, press the **Features** softkey at the top right on your Phone Screen. All features that have been programmed for you will be listed in two columns on this screen, including those that do not fit on the Quick Touch Panel.

1. Any features that are active will have the square beside the feature shaded green;
2. To activate a feature, touch the square to turn it green;
3. Touching the square again will remove the green shading and deactivate the feature.

Options & Settings

To access all of your features, on your **Home screen** is an icon for **Settings**. When you touch this, it takes you to the **Options & Settings** menu, which contains choices for:

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

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

Application Settings includes choices for personalizing button labels, turning **Call History** on or off and including bridged calls in your **Call History**.

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

Advanced Options include choices for backing up and restoring your settings, options and button labels, and setting up a Bluetooth® adapter if one is attached to your phone.

Setting the Quick Touch Panel to 2 lines

Keeping the **Quick Touch Panel** with 2 lines shows you most of your features, and is highly recommended.

1. Press the **Home screen** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Screen & Sound Options**;
5. Touch **Show Quick Touch Panel**
 - You may have to use the scroll arrows on the right to find this option;
 - When you touch the line, it will switch between “No” , “1 Line”, and “2 Lines”;
 - Set it to “2 Lines”;
6. Touch **Save**.

Setting Go to Phone screen on Calling

Set **Go to Phone screen on Calling** to Yes to automatically display the **Phone screen** when you place a call.

1. Press the **Home button**;

2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Call Settings**;
5. Touch **Go to Phone screen on Calling**;
 - When you touch the line, it will switch between “Yes” and “No”;
 - Leave the display on the setting you want;
6. Touch **Save**.

Setting the Go to Phone screen on Ringing

Set **Go to Phone screen on Ringing** to “Yes” to automatically display the **Phone screen** when you get an incoming call.

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Call Settings**;
5. Touch **Go to Phone Screen on Ringing**;
 - When you touch the line, it will switch between “Yes” and “No”;
 - Leave the display on the setting you want;
6. Touch **Save**.

Setting the Go to Phone screen on Answer

Set **Go to Phone Screen on Answer** to “Yes” to automatically display the **Phone screen** when you get an incoming call.

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Call Settings**;
5. Touch **Go to Phone Screen on Answer**;
 - When you touch the line, it will switch between “Yes” and “No”;
 - Leave the display on the setting you want;
6. Touch **Save**.

Setting Redial options

You can set **Redial** to dial the last number you dialed or to display a list of the last three numbers dialed.

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Call Settings**;
5. Touch **Redial**;
 - When you touch the line, it will switch between “List” and “one number”;
 - Leave the display on the setting you want;
6. Touch **Save**.

Configuring call timers

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

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Call Settings**;
5. Touch **Display Call Timers**;
 - When you touch the line, it will switch between “Yes” and “No”;
 - Leave the display on the setting you want;
6. Touch **Save**.

Configuring visual alerts

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Call Settings**;
5. Touch **Visual Alerting**;
 - When you touch the line, it will switch between “On” and “Off”;
 - Leave the display on the setting you want;
6. Touch **Save**.

Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call.

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Call Settings**;
5. Touch **Audio Path**;
 - When you touch the line, it will switch between “Speaker” and “Headset”;
 - Leave the display on the setting you want;
6. Touch **Save**.

Setting contact names to display during calls (Pair Contacts to Calls)

You can set your phone to show the contact's name rather than the calling party name for an incoming or answered call, a transferred call, or conference call when a calling or called party number matches a number on your **Contacts** list.

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Call Settings**;
5. Touch **Pair Contacts to Calls**;
 - When you touch the line, it will switch between “On” and “Off”;

- Leave the display on the setting you want;
6. Touch **Save**.

Adjusting the brightness of the display

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Screen & Sound Options**;
5. Touch **Brightness**;
 - Touch the line to select the desired brightness;
6. Touch **Save**.

Turning button click sounds on and off

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Screen & Sound Options**;
5. Touch **Button Clicks**;
 - When you touch the line, it will switch between “On” and “Off”;
 - Leave the display on the setting you want;
6. Touch **Save**.

Turning error tones on or off

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

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Screen & Sound Options**;
5. Touch **Error Tones**;
 - When you touch the line, it will switch between “On” and “Off”;
 - Leave the display on the setting you want;
6. Touch **Save**.

Turning large text on or off

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Screen & Sound Options**.
5. Touch **Text Size**;
 - When you touch the line, it will switch between “Normal” and “Large”;
 - Leave the display on the setting you want;
6. Touch **Save**.

Changing the ring pattern

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Screen & Sound Options**;
5. Touch **Personalized Ringing**;
6. Touch a ringtone;
 - There will be a green check next to it and you will hear an example of the tone;
 - Select the ringtone you want;
 - You can touch "Classic" to get more ringtones;
7. Touch **Save**.

Personalizing button labels

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

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Touch **Application Settings**;
5. Touch **Personalize Labels...**;
6. Select the label you want to edit;
 - **Extensions** for your call appearances;
 - **Feature Labels** for your features;
 - If a label cannot be edited, you will see a lock instead of the blue pen icon;
7. Edit the label using the on-screen keyboard;
8. Touch the green checkmark to accept the change;
9. Touch **Back** to exit, saving is not needed.

Cleaning the Screen

1. Press the **Home** button;
2. Touch the **Settings** icon;
3. Touch **Options & Settings**;
4. Scroll down and touch **Touch Screen Cleaning**;
 - This will disable the touch screen for cleaning;
5. Press the **Phone** button to return to normal operation.

Note: You can go back to defaults with the **Restore Default Button Labels**.

Voicemail

Voicemail requires a one-time setup, after that, you can just enter your password to get messages. Refer to the Avaya Voicemail Setup document found here: <http://www.tsc.gov.nt.ca/Documents/docList.html>.

Note: If you do not setup your voicemail password, you will not be able to receive messages!

Bilingual Service Providers and non-bilingual Front Line employees staffing major points of public contact will have a current bilingual voice mail message. The French Language Services Coordinator from your department will assist (or help arrange for assistance) with recording a bilingual message for non-bilingual Front Line employees.

Either English or French can come first in the message. For example, the message might be as follows:

"Hello / Bonjour. A message in English will follow. Vous avez joint..."

"Bonjour / Hello. Un message en français suivra. You have reached..."

You can give callers an option to bypass a longer bilingual message by including the following bilingual component near the start of your message:

"To bypass this message you can press the # sign at any time. Pour accéder à la boîte vocale, appuyez sur le carré."

First time voicemail setup

1. Press the voicemail **Envelope** button;
2. Enter the temporary password of **25802580**;
3. You will then be prompted to enter a new password;
 - It can be anywhere from 4 to 16 digits in length;
 - It cannot be the same as the extension number and cannot be a sequence of numbers like 12345 or 87654;
4. Record your name;
 - Please record your name as it appears in the GNWT online directory. This makes it easier for member of the public to find you;
5. Record a personal greeting;
6. You will then be setup and able to receive voicemail messages.

Access voicemail from outside the GNWT

You can perform all of the Voicemail functions when you are away from the office by calling **(867) 767-9009**.

Password resets

1. Call the TSC Service Desk
 - Will be reset to a **temporary password**;
 - You will get an email or phone call advising that your password has reset and the temporary password;
2. Set your own password as soon as possible;
3. Resets valid for 24 hours.

Voicemail for Bridged and Secondary Appearances

Voicemail for a secondary appearance (e.g.: the French line or General Inquiries line) must be set up separately from your personal voicemail (see instructions below).

The message waiting indicator (round button with envelope icon) is only for your personal voicemail and will not light up to indicate a message on any of your bridged or secondary appearances. If you have room on your **QUICK TOUCH PANEL** (bottom 2 rows of soft keys on the call screen), you may have a soft key programmed called "**Msg xxxxx**" that will light up (turn green) when the bridged or secondary appearance has an unread voice mail. This button has no other function than a message waiting indicator for the specific bridged or secondary appearance (e.g. Msg 11451) is the message waiting indicator for bridged or secondary appearance 11451. Pushing this soft key will not do anything. To access the voicemail of a bridged or secondary appearance, follow the instructions below.

Set up voicemail for a Bridged Appearance

1. From your **Phone screen**, use the down arrow on the right hand side to scroll down to the bridged appearance that you wish to set up;
2. Touch the line once to make it active (you will hear a dial tone);
3. Press the **Envelope button** for Voice Mail;
 - You will be prompted for a password;
 - Enter the Temporary password (**25802580**);
4. You will then be prompted to enter a new password;
 - It can be anywhere from 4 to 16 digits in length;
 - It cannot be the same as the extension number and cannot be a sequence of numbers like 12345 or 87654;
5. It will then prompt you to record your name;
 - You should use a name that best represents the function of the bridged or secondary appearance (e.g. NWT Commissioner's Office);
6. It will then ask you what kind of message you would like to have. A personal message is better than the default message and it gives you the flexibility of giving the caller more information;
 - If this is for a front line service, you should check with your French Language Coordinator to see if you require a bilingual message. Each department has a French Language Coordinator. They can assist you in setting up the proper bilingual recording if necessary;
 - If it is a special purpose line, the greeting should be tailored to reflect the special purpose (e.g.: You have reached the NWT Commissioner's Office...).

Check voicemail for a Bridged Appearance

If someone leaves a voice mail on a secondary appearance, there may or may not be an indicator button programmed as one of the softkeys in the **Quick Touch Panel** along the bottom of your call display on your phone, if not, you will have to check the bridged appearance regularly to see if there is a message waiting.

1. Select the bridged or secondary appearance on your phone screen by scrolling down to it and touching it. You will hear a dial tone;
2. press the **Envelope** (voice mail) button;
 - It will prompt you for the password;
3. enter the password specific for the bridged or secondary appearance and follow the same prompts as you would for your personal voice mail.

✓ *You can also access the bridged or secondary appearance voicemail by dialing 9, 767-9009 and entering the mailbox number of your bridged or secondary appearance.*

Auto-Attendant

The Auto-Attendant is the pre-recorded message that is played when someone calls a divisional number. Each division has their own recording, specific to their requirements. Recordings are in English and French.

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