

9641G IP Phone User's Guide

Michael Wagner - 2025-05-07 - Comments (0) - [Phone Sets and Features](#)



The Home Screen

The home screen is a great place to access commonly used features of the 9641G telephone. The default options are:

- Web Applications
- Settings
- World Clock
- Weather
- My Pictures
- Calculator
- Favorites Help

The 9641G IP telephone is equipped with a touchscreen display, so to access any of these features or menus, simply press the option you'd like.

Web Applications

This feature is currently unused.

Settings Menu

You can use the Settings Menu to adjust and customize options and settings for your telephone, get information about your phone and network settings. When you press the Home button, you see the following buttons:

- Options and Settings
 - Options & Settings, lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.
- Bluetooth Setup
 - Bluetooth Setup allows you to sync a Bluetooth headset.
- Network Information
 - Network Information shows a summary of network-related parameters for your phone and provides diagnostic information.
- VPN Settings
 - VPN Settings are unused at this time.
- Light Off
 - Light Off simply blacks the screen, to prevent damage to the screen (these phones may also have a screensaver that runs if the phone is idle for long periods of time).
- Touch Screen Cleaning
 - Touch Screen Cleaning will disable the touchscreen for a brief time so that you can clean the screen without inadvertently pressing a button.
- About Avaya one-X
 - About Avaya one-X will display some information about your telephone.

World Clock

This feature is currently unused.

Weather

This feature is currently unused.

My Pictures

My pictures allows you to use a USB device (e.g. thumb drive or cell phone) to display a picture slideshow on your screen. These pictures have to be formatted in a specific way.

Calculator

This application provides a simple calculator right on your telephone.

Scrolling and Navigation

A scroll bar appears in the phone display to indicate that you can scroll to more options or information.

The softkey labels will change according to the options available for the selected line or action.

Answering and making a call

Answering a call

- Answer an incoming call in one of the following ways:
- If you are not on another call, lift the handset, or press **Speaker** to answer using the speakerphone, or press **Headset** to answer if you are using a headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the **Phone** screen touch the line that is ringing. If you are on another call and the telephone automatically displays the incoming call, you can press **Ans Hold** to automatically put the first call on hold when you answer the new call.

Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.

Making a call

- Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
- Inside calls, dial the 5 digit number.
- Outside local calls dial 9, then the number with area code.
- Outside long distance, dial 9, then 1, then the number you are calling with area code, then your authorization code at the prompt.

Putting a call on hold

- Press **Phone** to view the main Phone screen, if necessary.
- If you are not active on the line you want to put on hold, select that line.
- Press **Hold**.
- Press **Resume** or the line button of the held call to retrieve the call.

Transferring a call

- From the **Phone** screen, if the call to be transferred is not already active

(highlighted), select the line on which the call to be transferred appears.

- Press **Transfer**.
- Dial the telephone number, or call the person from the Contacts list, or call the person from the history list.
- Announce the caller or simply press **Complete** to finish the transfer.

Call Coverage

- There are two ways to send all incoming calls straight to voicemail
 1. With Send All Calls button programmed:
 1. Press **SendAll** button
 - A check mark should appear on the button to indicate the button is active
 2. Without Send All Calls button:
 1. Pick up the handset or press the **SPEAKER** button.
 2. Dial ***8**.
 3. Hang up
- There are two ways to take a phone off of call coverage and return the phone to normal operations
 1. With Send All Calls button programmed:
 1. Press the **SendAll** button
 - The check mark should disappear on the button to indicate the button is inactive
 2. Without Send All Calls button:
 1. Pick up the handset or press the **SPEAKER** button.
 2. Dial **#88**, you will hear a succession of beeps.
 3. Hang up.

Call Forwarding

- To forward all incoming calls to another extension
 1. Pick up the handset or press the **SPEAKER** button.
 2. Dial ***2** followed by the **extension** to which you'd like to forward your phone.
 3. Hang up.

- To turn off call forwarding
 1. Pick up the handset or press the **SPEAKER** button.
 2. Dial **#22**, you will hear a succession of beeps.
 3. Hang up.

Call Pickup

- To answer a phone in you pick-up group (if configured by I.T.)
 1. Pick up the handset or press the **SPEAKER** button.
 2. Dial ***7** or press the **Call Pickup** speed dial button (if configured by I.T.).
 3. Begin talking immediately.

Conference Calls

Setting up a conference call

- From the **Phone** screen, select your active call.
- Press **Conf**.
- Dial the telephone number, call the person from the contacts list, or call the person from the history list.
- Press the **Join** button

Adding a person on hold to a conference call

- From the **Phone** screen, select your active call
- Press **Conf**, or **Add** if you are already in a conference.
- Select the call on hold that you want to add to the conference.
- Press **Resume** to take the call off hold.
- Press **Join** to add the person to the conference call.

Dropping a person from a conference call

- **From the Phone screen, select your active call.**
- Press **Details**.
- Select the person you want to drop.
- Press **Drop**.

Accessing the Features menu

- From the Phone screen, touch the **Features** button.
- **Scroll up or down** using the scroll bar to see the features that have been administered for your extension.
- Touch the **Calls** button or press the **Phone** button to return to the main Phone screen

Favorites

The 9641G IP phone allows you to save favorites to the Home screen.

Adding or removing a favorite

- Press the **Contacts** button
- Find the contact you would like to add as a favorite
- Touch the right arrow next to the contact
- Press the **Favorite** button
- Touch the telephone number to use as a favorite
 - When adding a favorite, a yellow star will appear next to the telephone number
 - When removing a favorite, a white star will appear next to the telephone number
- Press the **Save** button.

Contacts

Searching for a contact

- Press **Contacts**
- Touch the search box on the top-right of the screen
 - An on-screen keyboard will appear
- Type in the name of the contact.
- Press the contact to call the person or press **the right arrow**, to **Edit** to edit contact information.

Calling a person from the contacts list

- Press the **Contacts** button.

- Select the person or primary number you want to call.
- Locate the contact you want by using the scroll bars or search for them as described above.
- Touch the screen on the contact to call.

Adding a new contact

- Press **Contacts**.
- Press **New** if this is your first contact list entry, or press **More**, then, **New** if you already have entries in your contact list.
- Enter the name using the on-screen keyboard.
- Press the green "check mark" button.
- Enter the telephone number.
- Select the type of number entered (general, work, mobile, or home).
- Press the green "check mark" button
 - Press the "+" button to add additional phone numbers to the same contact (you can have up to 3 per contact).
- Press **Save** or **OK**.

Editing a contact

- Press **Contacts**.
- Search for and select the contact you want to edit.
- Press the **right arrow** button then press the **Edit** button.
- Choose the phone number you want to edit.
- Use the dial pad and on-screen keyboard to make changes to the contact information.
 - Press the "+" button to add additional phone numbers to the same contact (you can have up to 3).
- Press **Save** or **OK**.

Call History

Calling a person from call history

- Press the **History** button.

- Press the appropriate button on the top-right to view a separate list of all calls, missed calls, answered calls, or outgoing calls.
- Scroll up or down to select the person or number you want to call.
- **Touch the name or number** of the person you'd like to call.

Adding a contact from call History

- Press the **History** button
- Scroll up or down to find the person or number you want to add as a contact
- Press the right arrow next to the name or number
- Press the **+Contact** button
- Edit the contact as needed (as described above)
- Press the **Save** button

Deleting a number from call history

- Press the **History** button
- Scroll up or down to find the person or number you want to add as a contact
- Press the right arrow next to the name or number
- Press the **Delete** button
- Press the **Delete** button again to confirm the deletion

Changing the Ringtone

- Press the **Home** button
- Press the **Settings** Button
- Select the **Options & Settings** menu
- Press the **Screen & Sound Options** menu
- Select **Personalized Ringing...**
- Scroll up or down the list until you find the ringtone that you like
 - You can also select the **Classic** button for additional ringtones
- Once you select a ringtone you can press **Save** or the **Phone** button.

Personalized labels

- Press the **Home** button
- Select the **Options & Settings** menu
- Scroll down to the **Application Settings** Menu
- Select **Personalized Labels...**
- Scroll up or down to select the label you would like to change and press the **OK** button.
- Begin typing the label
 - An on-screen keyboard will appear.
 - To remove a letter, press the **BKSP** button.
- Press the green "check mark" button when finished.

The on-phone Directory

The Avaya 9641G IP phone has the option to have an on-phone telephone directory for on-campus extensions. This feature must be enabled by I.T. The on-phone directory information is based on Caller-ID information, so some people may not appear in the on-phone directory.

Using the on-phone directory

- Select the **Directory** speed dial button
- Begin typing in the person's name (last name first) using the numeric keypad.
 - When typing the name, you only need to press the key **once for each letter** of the person's name.
 - The name will appear on the top line of the phone screen with the **name** and **extension**
 - If there are no matches, the screen will indicate "NO MATCHES"
 - The on-phone directory information is based on Caller-ID information, so some people may not appear in the on-phone directory.
- If there are multiple names that match (e.g. "Smith"), it may become necessary to press the **Next** button to scroll through all of the matching names

Making a call from the on-phone directory

- Once you have found the person in the directory to which you'd like to place a call, press the **Make Call** button, or press **Exit** and dial the number manually.

