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› Avaya 9630G IP Phone User Manual

Avaya 700405673

Avaya 9630G IP Phone User Manual

Model: 700405673

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Avaya 9630G IP Phone. The Avaya 9630G is a robust VoIP phone designed for business environments, offering advanced communication features over an IP network.

PRODUCT OVERVIEW

The Avaya 9630G IP Phone features a large display, multiple programmable buttons, and a full-duplex speakerphone for enhanced communication. Below is an image illustrating the key components of the phone.



Figure 1: Avaya 9630G IP Phone. This image displays the complete phone unit, including the handset resting on the cradle, the main display screen showing call information and softkey labels, and the full alphanumeric keypad along with navigation and function buttons. The speaker grille is visible on the handset and the base unit.

Key Components:

- **Handset:** For private conversations.
- **Display Screen:** Shows call information, menus, and feature options.
- **Soft Keys:** Context-sensitive buttons located directly below the display, their function changes based on the current screen.
- **Navigation Cluster (OK button and directional arrows):** Used to navigate through menus and lists.
- **Message Button:** Accesses voicemail.
- **Phone Button:** Returns to the main phone screen.
- **Contacts Button:** Accesses your phone's contact directory.
- **Menu Button:** Accesses system settings and advanced features.
- **Call Log Button:** Displays recent incoming, outgoing, and missed calls.
- **Dial Pad:** Standard 0-9, *, # keys for dialing numbers.

- **Forward Button:** Activates call forwarding.
- **Headset Button:** Toggles between handset/speaker and headset.
- **Speaker Button:** Activates the speakerphone.
- **Volume Control:** Adjusts handset, headset, and speakerphone volume.
- **Mute Button:** Mutes your microphone during a call.

SETUP

1. Connecting the Phone

1. **Network Connection:** Connect an Ethernet cable from your network switch or router to the LAN port on the back of the phone.
2. **PC Connection (Optional):** If you wish to connect a computer through the phone, connect an Ethernet cable from your computer to the PC port on the back of the phone.
3. **Power Connection:**
 - If your network supports Power over Ethernet (PoE), the phone will power on automatically once connected to the LAN port.
 - If PoE is not available, connect the optional Avaya power adapter (not included) to the power port on the back of the phone and then to a power outlet.
4. **Handset Connection:** Connect the coiled cord from the handset to the handset port on the side of the phone.
5. **Headset Connection (Optional):** If using a headset, connect it to the headset port on the side of the phone.

2. Initial Boot-up and Configuration

Upon successful connection, the phone will power on and begin its boot sequence. This may take a few moments. The display will show progress messages. Once booted, the phone will attempt to register with your IP PBX system. Depending on your network configuration, it may automatically obtain an IP address and configuration settings. If manual configuration is required, consult your system administrator for specific network parameters.

OPERATING INSTRUCTIONS

Making Calls

- **To make an internal call:** Lift the handset or press the **Speaker** button, then dial the extension number.
- **To make an external call:** Lift the handset or press the **Speaker** button, then dial the access code (e.g., '9') followed by the external number.
- **Using Redial:** Press the **Redial** soft key to call the last dialed number.

Receiving Calls

- When the phone rings, lift the handset or press the **Speaker** button to answer.
- Alternatively, press the flashing line appearance button next to the incoming call on the display.

In-Call Features

- **Hold:** Press the **Hold** soft key during a call. Press it again to retrieve the call.
- **Transfer:** During a call, press the **Transfer** soft key, dial the number to transfer to, and then press **Complete** or **Transfer** again.
- **Conference:** During a call, press the **Conference** soft key, dial the number of the third party, and then press **Join**

or **Conference** again.

- **Mute:** Press the **Mute** button to mute your microphone. The button will illuminate when active. Press again to unmute.
- **Volume Control:** Use the **Volume** buttons (+/-) to adjust the listening volume of the handset, headset, or speakerphone.

Using Menus and Contacts

- **Contacts:** Press the **Contacts** button to access your personal and corporate directories. Use the navigation cluster to scroll and the **OK** button to select.
- **Call Log:** Press the **Call Log** button to view recent calls. You can dial directly from the log.
- **Menu:** Press the **Menu** button to access phone settings, network information, and other advanced features.
- **Voicemail:** Press the **Message** button to access your voicemail system. Follow the audio prompts.

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Avaya 9630G IP Phone.

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's exterior. For stubborn marks, a slightly damp cloth with mild, non-abrasive cleaner can be used, ensuring no liquid enters openings. Do not use harsh chemicals or abrasive materials.
- **Environment:** Keep the phone in a dry environment, away from direct sunlight, excessive heat, and moisture. Avoid placing it near sources of strong electromagnetic fields.
- **Cables:** Periodically check all connected cables (network, power, handset, headset) for secure connections and signs of wear or damage.

TROUBLESHOOTING

This section addresses common issues you might encounter with your Avaya 9630G IP Phone.

Problem	Possible Cause	Solution
No dial tone / Phone not powering on	No power or network connection.	Check that the Ethernet cable is securely connected to the LAN port. If not using PoE, ensure the power adapter is connected and plugged into a working outlet.
Cannot make or receive calls	Phone not registered with the IP PBX; network issue.	Verify network connectivity. Restart the phone by unplugging and re-plugging the power/Ethernet cable. Contact your system administrator if the issue persists.
Poor audio quality (static, echo)	Network congestion; faulty cable; microphone/speaker issue.	Check network cable connections. Try adjusting the volume. If using a headset, try the handset. If the problem persists, contact support.
Display is blank or frozen	Software error; power issue.	Perform a power cycle: disconnect the power/Ethernet cable for 10 seconds, then reconnect.

SPECIFICATIONS

Detailed technical specifications for the Avaya 9630G IP Phone.

- **Model Number:** 700405673
- **Brand:** Avaya
- **Type:** VoIP Phone
- **Connectivity:** H.323, SIP
- **Color:** Charcoal Gray
- **Item Weight:** Approximately 3.42 pounds (1.55 kg)
- **Product Dimensions:** Approximately 1 x 1 x 1 inches (2.54 x 2.54 x 2.54 cm)*Note: These dimensions appear to be placeholder values and may not reflect the actual physical size of the phone.*
- **Power Source:** Corded Electric (PoE or optional AC adapter)
- **Multiline Operation:** Yes
- **Answering System Type:** Digital
- **Phone Talk Time:** 7 Hours *This specification typically refers to cordless phones and may not be directly applicable to a corded IP phone. It might refer to a specific feature or a general system capability.*

WARRANTY AND SUPPORT

The Avaya 9630G IP Phone typically comes with a standard manufacturer's warranty. For specific warranty terms and conditions, please refer to the documentation provided at the time of purchase or contact your Avaya reseller or system administrator.

For technical support, troubleshooting beyond this manual, or service requests, please contact your IT department or the authorized Avaya support provider. Ensure you have your phone's model number (700405673) and any relevant system information ready when seeking assistance.