



Manuals.plus /

› Avaya /

› Avaya 9650 IP Phone User Manual

Avaya 700383938

Avaya 9650 IP Phone User Manual

Model: 700383938

INTRODUCTION

The Avaya 9650 IP Telephone is designed for users who primarily use the phone for a significant portion of their day, such as receptionists, executive assistants, and contact center agents. This advanced communication device offers high-definition audio, an integrated WML application interface, and comprehensive one-touch access to features and call appearances. It is an ideal solution for knowledge workers requiring quick access to various functionalities.

SETUP

Follow these steps to set up your Avaya 9650 IP Phone:

1. **Power Connection:** Connect the phone to power using either an 802.3af Power over Ethernet (PoE) connection directly from a compatible network switch or by using a local 1151 power supply (sold separately).
2. **Network Connection:** Connect an Ethernet cable from your network jack to the "LAN" port on the back of the phone.
3. **Handset Connection:** Plug the coiled handset cord into the handset port on the side of the phone and the other end into the handset.
4. **Optional Headset Connection:** If using a headset, connect it to the dedicated headset port.
5. **Initial Boot-up:** The phone will power on and begin its boot-up sequence. It may download firmware (H.323 or SIP) and configuration settings from your network.



Figure 1: Front view of the Avaya 9650 IP Phone, showing the handset, monochrome display, and various function buttons.

OPERATING INSTRUCTIONS

Basic Call Functions

- **Making a Call:** Lift the handset, press the Speaker button, or press a line appearance button. Dial the number using the keypad.
- **Answering a Call:** Lift the handset, press the Speaker button, or press the flashing line appearance button.
- **Ending a Call:** Replace the handset, or press the Speaker button again if using speakerphone.
- **Volume Adjustment:** Use the **Volume** buttons located below the keypad to adjust the speaker, handset, or headset volume during a call, or ringer volume when idle.
- **Mute:** Press the **Mute** button to mute your microphone during a call. Press again to unmute.
- **Speakerphone:** Press the **Speaker** button to toggle speakerphone mode on or off.
- **Headset:** Press the **Headset** button to activate or deactivate the connected headset.

Advanced Features

- **Message Button:** Press the **Message** button to access your voicemail or message waiting indicator.
- **Contacts:** Press the **Contacts** button to access your personal or corporate directory. The integrated web browser and application interface support enhanced applications such as LDAP corporate directories.
- **Call Log:** Press the **Call Log** button to view a list of your incoming, outgoing, and missed calls.
- **Integrated Applications:** The phone supports an integrated WML application interface, allowing for advanced features like integration with Microsoft Outlook Calendars.
- **Display:** The high-resolution monochrome display provides clear visibility for call information, menus, and

applications.

MAINTENANCE

To ensure the longevity and optimal performance of your Avaya 9650 IP Phone, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's exterior. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or solvents, as these can damage the phone's finish and components.
- **Handset and Cords:** Periodically check the handset cord and network cable for any signs of wear or damage. Replace them if necessary.
- **Environment:** Keep the phone in a clean, dry environment, away from direct sunlight, excessive heat, and moisture. Do not expose the phone to liquids.
- **Ventilation:** Ensure that the ventilation slots on the phone are not blocked to prevent overheating.

TROUBLESHOOTING

If you encounter issues with your Avaya 9650 IP Phone, try the following troubleshooting steps:

- **No Power/Display:**
 - Verify that the Ethernet cable is securely connected to both the phone's "LAN" port and the network jack/PoE switch.
 - If using a local power supply, ensure it is properly plugged into a working power outlet and the phone.
- **No Dial Tone:**
 - Check the network connection.
 - Ensure the handset cord is securely connected.
 - Confirm that the phone has successfully registered with your IP PBX system.
- **Poor Audio Quality:**
 - Adjust the volume using the volume buttons.
 - Check for loose handset or headset connections.
 - Ensure there is no network congestion or interference.
- **Buttons Unresponsive:**
 - Perform a soft reboot by unplugging the power/network cable for 10 seconds and then reconnecting it.

If these steps do not resolve the issue, please contact your IT administrator or Avaya support for further assistance.

SPECIFICATIONS

Feature	Detail
Model Number	700383938
Manufacturer	Avaya, Inc
Color	Black
Item Weight	3.5 pounds
Display	High-resolution monochrome display
Audio Features	Full-duplex speaker, wideband audio handset
Firmware	H.323 (SIP firmware can also be loaded)
Power	802.3af PoE or local 1151 power supply
Integrated Features	Web browser, WML application interface (LDAP, Outlook Calendar integration)

WARRANTY AND SUPPORT

Warranty information for the Avaya 9650 IP Phone is typically provided by the manufacturer, Avaya, Inc., or the authorized reseller at the time of purchase. Please refer to your purchase documentation or contact the seller for specific warranty terms and conditions.

For technical support, firmware updates, or advanced configuration assistance, please contact your IT department or the official Avaya support channels. You can often find support resources, FAQs, and documentation on the Avaya official website.