

Avaya 700500206

Avaya 9504 IP Phone (Model 700500206) User Manual

Your guide to setting up, operating, and maintaining your Avaya 9504 IP Phone.

INTRODUCTION

This manual provides comprehensive instructions for the Avaya 9504 IP Phone, a digital phone designed for use with Avaya IP Office systems. It covers essential information for product setup, daily operation, routine maintenance, and basic troubleshooting. Please read this manual thoroughly to ensure proper use and to maximize the functionality of your device.

SETUP INSTRUCTIONS

Before beginning, ensure your Avaya IP Office system is running Release 7.0(5) or higher, as this phone requires compatible system software.

1. Connecting the Phone

Identify the ports on the rear of the phone for network, handset, and optional headset connections.



Figure 1: Rear view of the Avaya 9504 IP Phone, highlighting the various connection ports for power, network, and accessories.

- **Network Connection:** Connect an Ethernet cable from your network jack to the LAN port on the back of the phone.
- **Handset Connection:** Plug the coiled cord from the handset into the designated handset port.
- **Headset Connection (Optional):** If using a headset, connect it to the headset jack.
- **Power Connection:** Connect the power adapter (if required, depending on Power over Ethernet (PoE) availability) to the power port and then to an electrical outlet.

2. Initial Boot-up

Once connected, the phone will power on and begin its boot-up sequence. The display will show system information and then typically prompt for user login or display the main idle screen, indicating it is ready for use.

OPERATING INSTRUCTIONS

The Avaya 9504 IP Phone features a 4-line display, 12 programmable buttons, 10 fixed feature buttons, paperless labeling, a speakerphone, and a 5-way navigation cluster.



Figure 2: Front view of the Avaya 9504 IP Phone, showing the display, navigation cluster, programmable buttons, and fixed feature buttons.

Basic Call Functions

- **Making a Call:** Lift the handset or press the **Speaker** button, then dial the number.
- **Answering a Call:** Lift the handset or press the flashing line button, or press the **Speaker** button.
- **Ending a Call:** Replace the handset or press the **Speaker** button again.
- **Hold:** During a call, press the **Hold** button. Press the line button again to retrieve the call.
- **Transfer:** During a call, press the **Transfer** button, dial the new extension/number, and then press **Transfer** again.

Using Features

- **Programmable Buttons:** The 12 buttons to the right of the display can be programmed for various functions such as speed dials, line appearances, or feature access. Refer to your system administrator for specific programming.
- **Fixed Feature Buttons:** Use buttons like **Message**, **Contacts**, **Home**, **History**, **Redial**, **Mute**, and **Volume** for quick access to common functions.

- **Navigation Cluster:** Use the **OK** button and arrow keys to navigate menus and select options on the display.
- **Speakerphone:** Press the **Speaker** button to activate or deactivate the speakerphone function.
- **Headset:** Press the **Headset** button to switch between handset/speaker and headset audio.

MAINTENANCE

Cleaning the Phone

To maintain the appearance and functionality of your Avaya 9504 IP Phone:

- Use a soft, slightly damp cloth to wipe down the phone's surfaces.
- Avoid using abrasive cleaners, solvents, or harsh chemicals, as these can damage the phone's finish and internal components.
- Ensure no liquid enters the phone's openings.

Environmental Considerations

Keep the phone in a dry environment, away from direct sunlight, excessive heat, and moisture. Ensure proper ventilation around the device.

TROUBLESHOOTING

If you encounter issues with your Avaya 9504 IP Phone, try the following basic troubleshooting steps:

- **No Dial Tone/No Power:**
 - Check all cable connections, especially the network and power cables, to ensure they are securely plugged in.
 - If using a power adapter, verify the outlet is functional.
- **Display Not Working:**
 - Ensure the phone is receiving power.
 - Try restarting the phone by unplugging and re-plugging the power/network cable.
- **Poor Call Quality:**
 - Check the network cable for damage.
 - Ensure your network connection is stable.
 - If using a headset, ensure it is properly connected and functional.
- **Buttons Unresponsive:**
 - Restart the phone.
 - Ensure the phone's firmware is up to date (contact your system administrator).

For more complex issues or system-related problems, please contact your IT department or Avaya system administrator.

SPECIFICATIONS

Feature	Detail
Brand	Avaya

Model Number	700500206
Manufacturer	Source Authority Avaya Consignment
Item Weight	2.04 pounds
Product Dimensions (L x W x H)	8.03 x 8.07 x 6.34 inches
Color	Black
Material Type	Metal, Plastic
Number of Items	1
Telephone Type	Corded
Power Source	Corded Electric
Dialer Type	Single Keypad
Answering System Type	Digital
Compatible Devices	Avaya IP Office system (Release 7.0(5) and higher)

WARRANTY AND SUPPORT

This Avaya 9504 IP Phone is a Certified Refurbished product. It has been tested and certified to function like new. It typically includes a minimum 90-day warranty from the seller.

For warranty claims, technical support, or further assistance, please contact the seller from whom you purchased the product. For system-specific inquiries or advanced configurations, consult your Avaya IP Office system administrator.