

# Avaya 9620/9630G/9640G IP Telephone Quick Reference

Electronic Reference Guide:  
[http://support.avaya.com/elmodocs2/one-X\\_Deskphone\\_Edition/9630Interactive\\_FinalV5.html](http://support.avaya.com/elmodocs2/one-X_Deskphone_Edition/9630Interactive_FinalV5.html)

**Office of Information Technology**  
**Networking and Telecommunications Services (NTS)**  
[www.oit.umd.edu/NTS](http://www.oit.umd.edu/NTS)

**For assistance, contact NTS:**

- By telephone: 301.405.1500 (Press 2)
- By e-mail: [nts-service-desk@umd.edu](mailto:nts-service-desk@umd.edu)



At the time of installation, the NTS technician will "login" your Avaya IP telephone. If you experience a problem with your login, please contact NTS.

# Quick VoIP and Voice Mail Information

## VoIP

Online tutorial for 9620/9630/9640 Avaya IP phones:

[http://support.avaya.com/elmodocs2/one-X\\_Deskphone\\_Edition/9630Interactive\\_FinalV5.html](http://support.avaya.com/elmodocs2/one-X_Deskphone_Edition/9630Interactive_FinalV5.html)

## Voice Mail

- New Voice Mail Access Number: **x55300 (301.405.5300)** from off-campus
  - When calling from off-campus, press #, then enter your extension, then enter your password.
  - Default password is 20742
    - You will need to set a new password the first time you log in.
    - Password guidelines:
      - Must have six or more digits
      - Cannot begin with 0
      - Cannot be sequential numbers (ex., 123456, 987654)
  - Press 2 to get messages
    - Press 0 to listen to message (messages are played newest to oldest)
    - Press 1 to respond to message
    - Press # to save
    - Press \*D (\*3) to delete
  - Press 3 to administer personal greetings
  - Press 1 to record new messages
  - Press 5 to customize your mailbox
  - Press \*H (\*4) for help
- Express Mailbox: x55555 - for quickly leaving another voice mail user a message without ringing their phone (only available for new VoIP/voice mail system users).
- New Voice Mail Web Interface (only works with Internet Explorer): [www.voicemail.umd.edu](http://www.voicemail.umd.edu)
  - Log On = your five-digit campus extension
  - Password = your numerical voice mail password
- You can receive voice mail via e-mail. See set-up instructions below.

## How to set up an e-mail client to receive voice mail from the new voice mail server:

(Voice mail will arrive as an e-mail with a WAV file attachment.)

- You will need to add a new IMAP connection to your existing e-mail client using the following parameters:
  - Incoming server type: IMAP
  - Incoming server ID: [vmail.umd.edu](mailto:vmail.umd.edu)
  - Incoming user name: enter your five-digit campus extension
  - You must set your e-mail client to connect to the voice mail server via a secure (SSL) IMAP connection. If using the Mozilla Thunderbird e-mail client, this option is selectable under "Server Settings" within the "Account Settings" window. If using Microsoft Outlook, this option is selectable in the "Advanced" tab of the "E-mail Settings" window.
- For general help on configuring Thunderbird and Outlook e-mail clients, refer to the following links:
  - Mozilla Thunderbird - [www.helpdesk.umd.edu/documents/4/4463/](http://www.helpdesk.umd.edu/documents/4/4463/)
  - Microsoft Outlook - [www.helpdesk.umd.edu/documents/4/4049/](http://www.helpdesk.umd.edu/documents/4/4049/)