

## Pairing Devices having Bluetooth® Wireless Technology with 9600 Series IP Telephones

Your telephone accepts any handset or headset that uses Bluetooth® wireless technology and which is supported by the Headset Profile. You have to pair each device and can pair only one device at a time. Before use, pair your wireless device with your 9600 Series IP Telephone as described here. You may need to consult the user manual of your wireless device to find out how to put the device into pairing mode. The Avaya Handset has its own documentation, therefore this document focuses on pairing headsets that use Bluetooth wireless technology.

**Note:** Unless otherwise stated, instructions to press a specific button/key refer to the softkeys at the bottom of the telephone display area or the buttons on the face of the telephone.

## Configuring Your Wireless Device

**Note:** After initially installing the wireless adapter, the telephone automatically completes Steps 1 through 7 for you. In this case, start the pairing process at Step 8. If you don't want to complete the pairing immediately after installing the adapter, you can always come back at a later time and start with Step 2.

1. Install the adapter according to the instructions packaged with it.
2. At the telephone, press the **Avaya Menu** button.
3. Select Options & Settings. If your Avaya Menu does not have an Options & Settings entry, select Phone Settings instead.
4. Press **Select** or **OK**.
5. Select Advanced Options.
6. Press **Select** or **OK**.
7. Select Bluetooth...
8. Press **Add**.
9. Select the type of wireless device you want to configure.
10. Press **Next** or **OK**.
11. For the Avaya headset, turn it on and then press and hold the headset **Call Control** button and the headset **Volume Up** button at the same time. When the LED begins to flash red and blue the headset is in pairing mode and you can stop holding the buttons.

**Note:** Check the User Guide that comes with the Avaya headset for additional instruction on getting the headset into pairing mode. If you are using a non-Avaya headset, you may need to consult the User Guide for that particular device.

12. Once wireless device is in pairing mode, press **Start** to begin pairing the adapter with it.
13. Verify that the name of the device that you are pairing displays on the telephone. If the device is an Avaya Handset, “BTH01” displays. If the device is an Avaya Headset, “ABT35H” displays. Other headsets will display a different name.

If the name of the device is something other than what you expected, there may be other devices in the area that are also in pairing mode. In this unlikely situation, press **Retry** until the telephone displays your device.

**Note:** The adapter automatically attempts to enter the most commonly used device Passkeys. If the passkey entry fails, the telephone prompts you to manually enter the Passkey. For Avaya products, enter **0000** and then press **Enter**. If you are using a non-Avaya headset, consult its User Guide to determine the Passkey.

14. When the confirmation tone sounds, press **Finish**. When pairing completes, the top line of the telephone display shows a Bluetooth® logo icon to indicate the wireless device is active and within range.

## Unpairing the wireless device

You can unpair your wireless device to replace it with a different wireless device or to just disable the existing device.

1. At the telephone, press **Avaya Menu**.
2. Select Options & Settings. If your Avaya Menu does not have an Options & Settings entry, select Phone Settings instead.
3. Press **Select** or **OK**.
4. Select Advanced Options.
5. Press **Select** or **OK**.
6. Select Bluetooth...
7. Press **Change** or **OK**.
8. Choose one of the following options:
  - To disable the existing device and to pair a new device with the telephone, press **Change**. Proceed to pair the new device with the adapter, starting with Step 9 in the procedure above on “Configuring Your Wireless Device.”

or

- To disable the existing device without replacement, press **Disable**. Press **Disable** again to confirm you want to unpair the current device.

## **Using the Wireless Device for Calls**

When you get a call alert, use the headset to answer the call by either pressing the Headset button on your telephone or by pressing the Call Control button (sometimes referred to as the Multifunction button) on your headset.

**Note:** While on an active call, you can go out of range without the telephone actually losing your call. Once you come back into range, your wireless device will be reconnected with the call after a brief time required to re-establish the wireless connection.

## **Switching a call from the telephone**

When you are on an active call at your 9600 Series IP Telephone you may switch the call to your headset by pressing the Headset button on the telephone, or by pressing the Call Control/Multifunction button on the headset.

## **Disconnecting a call**

To end an active call, either press the Headset button on the phone, or press the Call Control/Multifunction button on the headset.

## **Support of multiple pairing of a headset with the 9600 Series IP Telephone and a cell phone**

The Avaya headset and the wireless adapter for 9600 Series IP Telephones support pairing with both a 9600 Series IP Telephone and a cell phone at the same time. Because each type of cellular phone may have unique ways to handle this type of operation, complete

operational details cannot be covered here. However, users are encouraged to experiment with this operation by pairing the Avaya headset with both devices and then attempting to make and receive calls on both the cellular telephone and the 9600 Series IP Telephone.

## Troubleshooting

Consult your system administrator if you cannot resolve a specific condition, symptom, or problem.

Symptom/ Condition	Possible Cause	Suggested Resolution
During pairing, the telephone displays "Pairing failed."	The pairing process has "timed out."	Press the <b>Retry</b> softkey and repeat the pairing process described in this document.
The Bluetooth logo icon LED is no longer illuminated.	The link to the adapter has been lost.	Check that the adapter is receiving power and is properly connected to the telephone.  You may be out of the wireless range. Move closer to the adapter.  Be sure that the headset is turned on and that its battery status is not low.

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<b>Symptom/ Condition</b>	<b>Possible Cause</b>	<b>Suggested Resolution</b>
The wireless device is not recognized by the adapter or telephone	The CLEAR craft procedure has reset the telephone to its factory defaults, removing the pairing information.	Repeat the pairing process described in this document.
The telephone displays "Passkey error."	An incorrect passkey was entered during pairing.	Enter <b>0000</b> as the passkey for Avaya and many other products. Also try <b>1234</b> , which is another common Passkey. If neither passkey works, consult the User Guide for your headset.

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