

# Telephone Sets 6400, 7400, 8400 Series: Updating the time on a digital display telephone set

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**Support Goal(s):** 6400 Series Digital Phone, 8400 Digital Phones

## Version-Release

Telephone Sets 6400, 7400, 8400 Series

## Description (Problem Clarification)

Why doesn't my display telephone show the correct time after a time change?

## Problem Fix/Workaround/Solution

If there is a date/time button on the phone, pushing this button updates the phone to the system time. The date/time button can be added to the phone by the system administrator using the station form.

If the user is using a G3 version 5 or later, there is a field in the feature-related system parameters screen that says "system updates time on station displays". Setting this field to "y" will allow the system to update all the display phones during regular daily maintenance.

If the phone does not display the correct time and date 24 hours after a time change, it could indicate a larger problem. Please contact Avaya help desk for assistance.

## Resolution Plan

1. If there is a date/time button on the phone, pushing this button updates the phone to the system time.
2. The date/time button can be added to the phone by the system administrator using the station form.
3. If the user is using a G3 version 5 or later, there is a field in the feature-related system parameters screen that says "system updates time on station displays".
4. Setting this field to "y" will allow the system to update all the display phones during regular daily maintenance.
5. If the phone does not display the correct time and date 24 hours after a time change, it could indicate a larger problem. Please contact Avaya help desk for assistance.

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