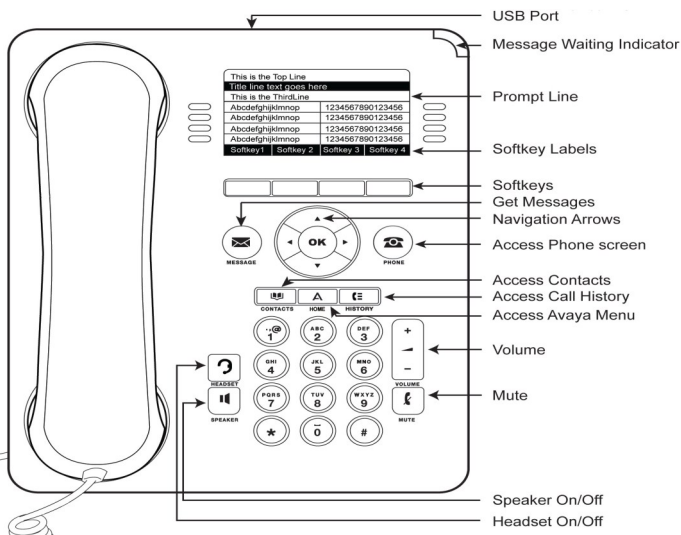




AVAYA 9608/9611 IP Phone User Guide



Answering and Making Calls

Placing a call

- Lift the handset and dial the number.

Answering a call

- Lift the handset
- If you are using a headset, press the **Headset** button.
- To use the speakerphone, press the **Speaker** button or press the **[Answer]**

Calling a person from history

- Press the **History** button.
- Use the ◀▶ to select the list you wish to view i.e. Missed, Answered...
- Select the person or the number you wish to view or call.
- Press the **[Call]** softkey or **OK** in the center of the phone.

Calling a person from the contacts list

- Press the **[Contacts]** button.
- Use the ▲▼ to find the person you wish to call
 - To call a non-primary number, select the person, press the **[Details]** softkey, then select the number
- Press the **[Call]** softkey or **OK** in the center of the phone.

Logging in your phone

- Enter your extension
- Press **[Enter]** softkey
- Enter your password (Also your extension)
- Press **[Enter]** softkey

Logging out your phone

- From the **Home** screen
- Press **[Enter]** softkey
- Enter your password (Also your extension)
- Press **[Enter]** softkey

In Call Functions

Putting a call on hold (Hold will appear on the bottom of the display once you are on an active call).

- Press the **[Hold]** softkey.
 - The line button flashes red and the hold icon appears on your display

Retrieving a held call (The **[Resume]** softkey will replace the **[Hold]**)

- Press the **[Resume]** softkey to return to call

Transferring a call (Transfer will appear on the bottom of the display once you are on an active call).

- During a call, press the **[Transfer]** softkey on the bottom of the display.
 - The call is automatically put on hold
- Dial the telephone number, the Contacts list, or from the History list.
- Press the **[Complete]** softkey to complete the transfer.
 - To stop the transfer and return to the caller, press the **[Cancel]** softkey or press the line button of the original call.

Transferring a call straight to voicemail

- During a call, press the **Transfer** softkey on the bottom of the display.
- Use ▲▼ to locate the feature **Transfer VM**.
- Press the **Line** button next to Transfer to Voice Mail.
 - Recording answers; "Enter the party's extension number and then press Transfer"
- Dial the Extension number that the call is being transferred to, press the **Phone** button to return to the main screen
- Press the **[Complete]** softkey on the bottom of the display to complete the transfer.

Conference calls (With Conference you can have up to 6 people including yourself).

- Once you are on active call, press the **[Conf]** softkey.
 - The call is automatically put on hold
- Dial the telephone number, the Contacts list, or from the History list.
- Press the **[Join]** softkey to add the new party to call.
 - To add additional parties press the **[Add]** softkey and follow above steps.

Conferencing a held call to an active call

- While on an active call, press the **[Conf]** softkey.
- Press the **Line** button of the original call on hold
 - You have successfully added the two calls together.

Drop the last person added to the conference call

- Press the **Drop** softkey. The last party connected to the conference call is dropped from the call.

Dropping a person from the conference call

- From the Phone screen, select you active call.
- Press **[Details]** softkey
- Select the person you want to drop
- Press **[Drop]** softkey

Phone Features

1. From the Phone screen, scroll ► to access the **Features menu**.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

To return to the main Phone screen, press **Phone** or scroll ◀. Scrolling ► displays the System Numbers menu screen; scrolling ► again displays the Phone screen.

2. Scroll down to see the features that have been administered for your extension.

The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.

Use this table as a cross-reference to some standard feature names with the 9608/9611 abbreviations. Depending on how your system is administered, not all features shown here may be available to you. For detailed information about a feature, contact your system administrator. Features can appear as part of the Features menu, on a softkey, or on an attached button module, depending on how your deskphone or button module is administered.

Feature Name	Common Abbreviation
Automatic Dialing	Phone number or extension
Automatic Intercom	Auto Icom or AI
Call forwarding All Calls	Cfwrdd or CFwrd
Call Forwarding Busy/Don't Answer	CFBDA or Ignore
Park a Call	Call Park
Call Pickup	Call pickup
EC500	EC500
EC500 Extended Calling	Extnd Call
Send All Calls	SAC or Snd All

Call Directories

Contacts (You can store up to 250 name and telephone numbers)

Viewing Contacts Details

- Press the **Contacts** button to display the Contacts screen.
- Select the contact you want to view.
- Press the **[Details]** softkey to view all information available for that contact.

Adding a New Contact

- Press the **Contacts** button .
- Press the **New** softkey.
- Enter the name using the dialpad.
 - Pressing the "2" on your dialpad displays the letter "A." Pressing the 2 key again replaces the A with a "B," pressing it again replaces the B with a "C" and pressing it again replaces the C with a "2;" pressing it again re-displays the letter "A," and so on. Pause before entering the next character if the characters are on the same key.
 - If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use ◀► to place your cursor after the character you want to remove. Once your cursor is in the correct position, press **Bksp** to remove the character
 - Press the **[More] softkey → Abc** to change between upper and lower case letters or to enter numbers.
 - Press the **[ABC]** again to cycle through the options (Abc/123/abc/ABC)
 - Press the **[More] softkey → Symbols** to enter characters that are not on your dialpad. Select the symbol you want to use. Press **OK** to select the symbol.
 - Press **Clear** to delete all text and start over.
- Use the **Navigation Arrows** to scroll to the next field or press the corresponding **Line** button to select the next field.
 - Enter the telephone number.
 - Press the **[Save]** softkey.

Editing a Contact

- Press the **Contacts** button.
- Select the contact entry you wish to edit.
- Press the **[More] softkey → Edit** .
- Choose the field you want to edit.
- Use the dialpad and softkeys to make changes to the contact information.
- Press the **[Save]** softkey.

Deleting a Contact

- Press the **Contacts** button.
- Select the contact entry you wish to delete.
- Press the **[More] softkey → Delete** .
- Press the **[Delete]** softkey again to confirm.

History

Viewing the History

- Press the **History** button.
 - Use the ◀► to view separate lists of your missed, answered, or outgoing calls
- NOTE:** You can scroll quickly to the top of the list by pressing **Call Log** again.

Viewing History Details

- Press the **History** button.
- Select the number you want to view.
- Press the **[Details]** softkey.
- Press the **[Back]** softkey to return to the list view.

Adding an Entry from the Call Log to your Contacts List

- Press the **History** button.
- Select the History entry you want to add to your Contacts list.
- Press the **[+Contact]** softkey.
- Edit name and telephone number, if necessary. Editing is same as above in **Contacts** section
- Press **Save**.

Removing an Entry from the History

- From the **History** screen, select the entry you wish to delete.
- Press the **[More]** softkey.
- Press the **[Delete]** softkey
- Press the **[Delete]** softkey again to confirm, or press the **[Cancel]** softkey if you wish to retain the entry.

Clearing all Entries from the History

- From the **History** screen, select the entry you wish to delete.
- Select the list you want to delete. (All Calls list, Outgoing Calls list etc.)
- Press the **[More]** softkey.
- Press the **[Clear All]** softkey to delete all of the entries in the list you are viewing.
- Press the **[Clear All]** softkey again to confirm.

Options and Settings

Call Settings



To reach the Call Settings menu, press
Press the **Line** button next to **Options and Settings** then **Call Settings**.

To change a menu option in this section, press the **Line** button that corresponds to that feature to toggle between the available choices.

- **Go to Phone Screen on Calling**
 - ◇ When set to "Yes", this feature will automatically take you back to the phone screen upon placing a call.
- **Go to Phone Screen on Answer**
 - ◇ When set to "Yes", this feature will automatically take you back to the phone screen upon answering a call.
- **Display Call Timers**
 - ◇ By setting this feature to "Yes", you can turn the call timers on and your display will run a call timer for each call you place or receive.
- **Redial**
 - ◇ By selecting "List" in this section, your Redial button will now list the last six calls you placed and you can choose which call to redial by pressing the corresponding **Line** button.
- **Visual Alerting**
 - ◇ When set to "Yes", the Voice Mail Indicator on the top right side of the phone will flash each time your phone rings.
- **Audio Path**
 - ◇ Pressing the **Line** button corresponding to the Audio Path feature you can toggle between "Speaker" and Headset. (Default is "Speaker")

Screen and Sound Options



To reach the Screen and Sound Options menu press
Press the **Line** button next to → **Options and Settings** → **Screen and Sound Options**.

To change a menu option in this section, press the **Line** button that corresponds to that feature. (You may also use ▼▲◀▶ to scroll through the menu items.)

- **Brightness**
 - ◇ Press the **[Change]** softkey on the bottom of your display to change the brightness on your display screen. Using ◀▶, adjust the Brightness level.
- **Contrast**
 - ◇ Press the **[Change]** softkey on the bottom of your display to change the Contrast level on your display screen. Using the Right and Left Navigation Arrows, adjust the Contrast level.
- **Personalized Ringing**
 1. To Change your Ring Pattern
 2. Press **Change** or **OK** to see a list of the available ring patterns.
 3. Select a ring pattern to listen to it.
 4. Press **Play** to hear it again.
 5. Press **Save** to make it your ring pattern.
- **Language**
 - ◇ If administered, you may change the display language on your telephone set.
- **Button Clicks**
 - ◇ Pressing the corresponding **Line** button will allow you to turn the Button Click Sounds "On" or "Off".
- **Error Tones**
 - ◇ Pressing the corresponding **Line** button will allow you to turn the Error Tones "On" or "Off".

Application Options



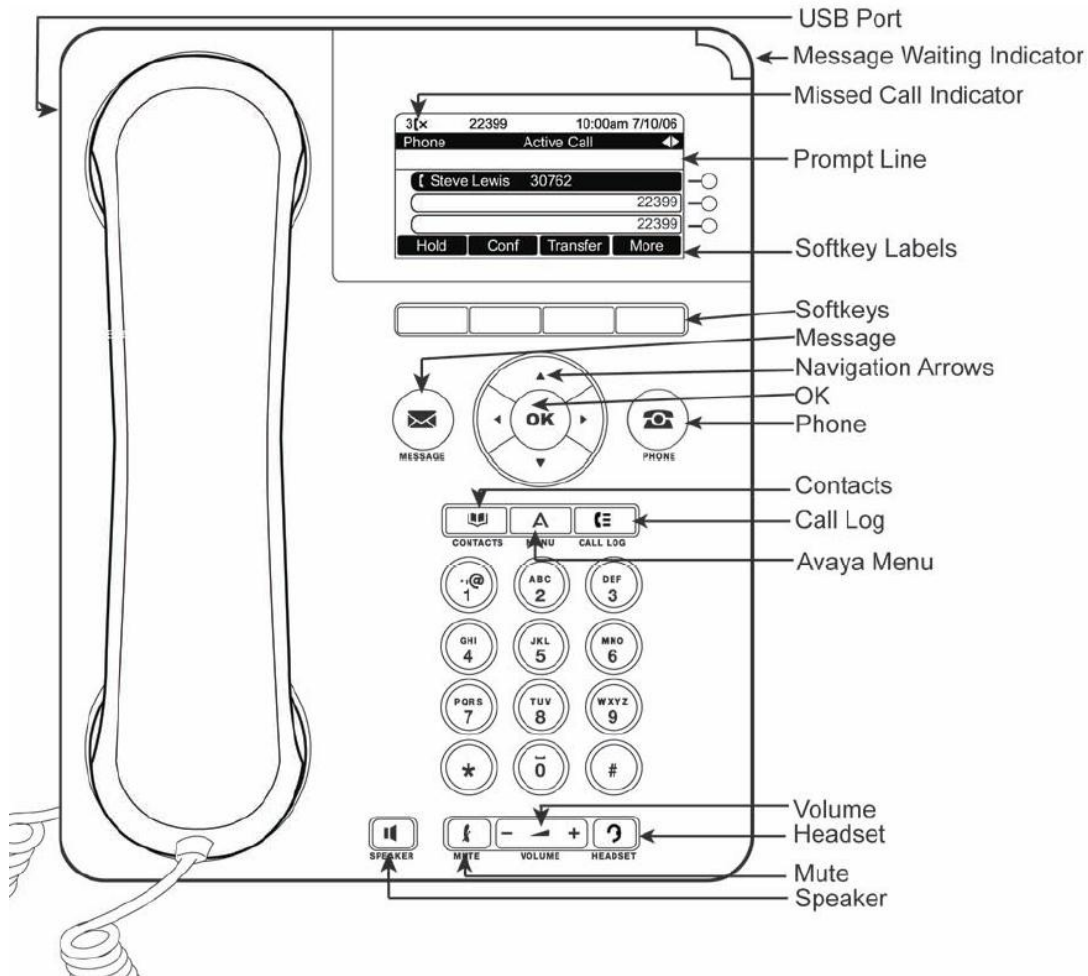
To reach the Screen and Sound Options menu, press
Press the **Line** button next to → **Options and Settings** → **Application Options**.

To change a menu option in this section, press the **Line** button that corresponds to that feature. (You may also use ▼▲◀▶ to scroll through the menu items.)

- **Call Log**
 - ◇ Pressing the corresponding **Line** button will allow you to turn your Call Log "On" or "Off".
- **Log Bridged Calls**
 - ◇ Pressing the corresponding Line button will allow you to either include or exclude calls coming into your Call Log from a Bridged Line Appearance. (This may not apply to your telephone)
- **Personalize Labels**
 1. Select Personalize Labels
 2. Press **Change** or **OK**.
 3. Using the ▼▲ scroll to the feature button you wish to label and select the label you wish to edit.
 4. Press **Edit**.
 5. Using your dialpad, edit the label. Pressing the "2" on your dialpad displays the letter "A." Pressing the 2 key again replaces the A with a "B," pressing it again replaces the B with a "C" and pressing it again replaces the C with a "2;" pressing it again redisplay the letter "A," and so on. Pressing a different key moves the cursor one position to the right and displays the first alphabetic character associated with that key. Repeat this key press/entry process to enter the rest of the party's name.
 6. Press **Clear** to clear all text fields and start over.
 7. Press **Save**.
- **Restore Default Labels**
 - ◇ You may revert back to the default button labels by pressing **Avaya Menu** → **Options & Settings** → **Application Settings** → **Restore Default Button Label**.



AVAYA 9620 IP Phone User Guide



General Overview

Scrolling and Navigating

Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to scroll to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line will be highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. Press OK to choose the highlighted line.

Volume Button

The volume bar enables you to adjust the volume of the handset, speaker, headset, or ringer. Setting one does not affect the others.

Mute

Turns off the active Speakerphone, handset, or headset microphone, to prevent the other person from hearing you. The Mute button will light when activated and the other party (parties) can't hear you. Press the Mute button again to deactivate.

Avaya Menu

The Avaya menu has four choices:

- Options & Settings
- Browser
- Network Information
- Log Out

The **Options & Settings Menu** includes choices which enable you to change your call settings, personalize button labels, adjust brightness and contrast, select your ringing patterns, etc. The Options & Settings menu choices are:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

Adjusting the Brightness or Contrast of the Display

1. Press the Avaya Menu button
2. Scroll to Options and Settings and press OK or Details
3. Scroll to Screen & Sound Options and press OK or Details
4. Scroll to Brightness or Contrast and press OK
5. Scroll to Phone
6. Scroll to the right or left to adjust the brightness or contrast
7. Press Save

Changing the Ring Pattern

1. Press the Avaya Menu button
2. Scroll to Options and Settings and press OK or Details
3. Scroll to Screen & Sound Options and press OK or Details
4. Select Personalized Ringing
5. Press Change or OK to see a list of the available ring patterns
6. Select a ring pattern to listen to it.
7. Press Save to make it your ring pattern

Telephone Features

Placing a Call

- Lift the handset and dial 9, then the number
- Press the Headset button if you are using a headset
- Press the Speaker button if you are using the speakerphone

For long distance calls, dial 9 + 1 + area code and phone number then wait for a tone at this point enter your 6 digit authorization code.

Answering a Call

When an incoming call rings at your extension, a Bell icon will appear next to your first Call Appearance and the call information displays.

To answer the incoming call:

- Lift the handset
- Press the Headset button if you are using a headset
- Press the Speaker button if you are using the speakerphone

Note: To stop or turn off the ringer for an incoming call, press the **Ignore** softkey
To send incoming call to voicemail, press the **Send** softkey

Ending a Call

- Hang up the handset
- Press the Headset button if you are using a headset
- Press the Speaker button if you are using the speakerphone

Directory / Next / Make Call

- Press the Right Arrow to view the phone features
- Press the Down Arrow to locate Directory.
- Press the line button next to Directory or press OK when highlighted.
- Using the touchtone keypad, spell out the last name of the person you wish to find. This is **not** like text messaging – press the corresponding number once only for each letter you want to spell. (e.g. – SMITH = 7/S + 6/M + 4/I + 8/T + 4/H = 76484)
- Continue to spell the entry by completing the spelling of the last name. Use the * key to indicate that you wish to spell the first name.
- For the multiple entries of the same name, use Next to scroll through the entries.
- Press the OK button.
- Press the button next to Make Call to dial the number or press the Phone button to exit.

Transfer a Call

1. While on a call, press the Transfer softkey; the caller automatically goes on hold.
2. Dial the number where you want to send the call.
3. Press the Complete softkey to complete the transfer

Note: If you need to return to the caller, press the Cancel softkey or the call appearance button of the original call.

Conference

You can conference up to five other people (internal and/or external) on a conference call.

1. While on a call, press Conf.
2. Dial the telephone number or call the person from the Contacts or Call Log list
3. Press Join to add the person to the conference call.

Adding a Person on Hold to a Conference Call

1. While on a call, press Conf
2. Press the Resume softkey
3. Press the Join softkey

Dropping the Last Person from a Conference Call

1. Press the Drop softkey to remove the last added party

Dropping a Specific Person from a Conference Call

1. From the Phone screen, select your active call.
2. Press Details
3. Select the person you want to drop
4. Press Drop

Note: If you do not see Drop when you select a person, this feature is not available

Forwarding Options

You can forward your incoming calls to another number or to voicemail. If call forwarding is



turned on, a Forwarding icon appears on the top line of your display screen. You can choose from a number of forwarding features, including Send All Calls and Call Forward.

Send All Calls – This button directs all your calls to your voicemail immediately.

1. From the Phone screen, scroll right to access the Features menu
2. Select SendAllCalls
3. Press OK to turn Send all Calls on or off.

Call Forwarding – This feature allows you to set a number to which your calls will be forwarded.

1. From the Phone screen, scroll right to access the Features menu
2. Select CFrwd
3. Press OK to turn call forwarding on or to turn it off if it's already on.
 - *Note: When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.*
4. Enter the number you want to forward your calls. You will then hear a confirmation tone.

Messages – This button will speed dial your voicemail access number and will also light if you have new messages. Your Message Waiting Indicator (top right side of your phone) will also light when you have new messages.

Bridged Lines – a Bridged Line typically belongs to someone else, but bridging allows you to see if that line is in use, answer calls on that line, or join a call in progress on that line. You can also make outgoing calls on a bridged line when it isn't in use.

Answering a call on a Bridged Line

1. Select the bridged call that you want to answer. (The ringing line will be selected automatically if there are no other active calls.)
2. Press Answer

Contacts

You can save up to 250 names and telephone numbers.

View Contacts Details

1. Press the Contacts button to display the Contacts screen.
2. Select the contact you want to view.

Adding a New Contact

1. Press the Contacts button
2. Press the New softkey
3. Enter the name using the dialpad (*like text messaging*)
 - *If you need to remove a letter, use the left and right arrows to place your cursor after the character you want to delete and press Bksp.*
 - *Press the softkeys below More → Abc to change between upper and lower case letters or to enter numbers.*
 - *Press the softkey below ABC again to cycle through the options (Abc/123/abc/ABD) until the type you want to use is displayed.*
 - *Press the softkeys below More → Symbols to enter characters that are not on your dialpad. Select the symbol you want to use and press OK.*
 - *Press Clear to delete all text and start over.*
4. Use the Navigation Arrows to scroll to the next field or press the corresponding Line button to select the next field.
5. Enter the telephone number (*remember to include the 9 if entering an external*

number).

6. Press the Save softkey.

Editing a Contact

1. Press the Contacts button
2. Select the contact entry you wish to edit.
3. Press the softkeys below More → Edit.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press the Save softkey

Deleting a Contact

1. Press the Contacts button.
2. Select the contact entry you wish to delete.
3. Press the softkeys below More → Delete .
4. Press the softkey below Delete again to confirm.

NOTE: If you press Cancel prior to pressing Delete, your contact information will not be removed.

Call Log

Viewing the Call Log

1. Press the Call Log button.
2. Scroll to the right or left to view separate lists of your incoming, missed, answered, or outgoing calls.

- **NOTE:** You can scroll quickly to the top of the list by pressing Call Log again.

Viewing Call Log Details

1. Press the Call Log button.
2. Select the number you want to view.
3. Press the Details softkey.
4. Press the Back softkey to return to the list view.

Adding an Entry from the Call Log to your Contacts List

1. Press the Call Log button.
2. Select the Call Log entry you want to add to your Contacts list.
3. Press the +Contact button.
4. Edit name and telephone number, if necessary. Pressing the “2” on your dialpad displays the letter “A.” Pressing the 2 key again replaces the A with a “B,” pressing it again replaces the B with a “C” and pressing it again replaces the C with a “2;” pressing it again redisplay the letter “A,” and so on. Pause before entering the next character if the characters are on the same key.
5. Press Save.

Removing an Entry from the Call Log

1. From the Call Log screen, select the entry you wish to delete.
2. Press the More softkey.
3. Press the Delete softkey
4. Press the Delete softkey again to confirm, or press the Cancel softkey if you wish to retain the entry.

Clearing all Entries from the Call Log

1. From the Call Log screen, select the entry you wish to delete.
2. Select the list you want to delete. (All Calls list, Outgoing Calls list etc.)
3. Press the More softkey.
4. Press the Clear All softkey to delete all of the entries in the list you are viewing.
5. Press the Clear All softkey again to confirm.

NOTE: Clearing all entries from a call log deletes all entries. If you are viewing the “Outgoing Calls” list, only outgoing calls are deleted from the call log. However, if you are viewing the “All Calls” list, pressing “Clear All” deletes all calls from the call log.

Label

To change the label of a button (e.g. – appearance of bridged line extensions):

1. Press Avaya Menu.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **OK**.
4. Select **Application Settings**.
5. Press **OK**.
6. Select **Personalize Labels**.
7. Press **Change** or **OK**.
8. Select the label you want to change. If the SD button is on the Features Menu, scroll right to access the Features Menu, and select the label you want to edit.
9. Press **Edit**, and edit the label. If you make a mistake, press **Clear** to clear all text fields over.
10. Press **Save** or **OK**.

Back-up Contacts List

Allows you to save the contacts list information on the server so no information would be lost in the case of accidental black-out, log-out, or unplugging.

1. Press Avaya Menu.
2. Press Avaya Menu
3. Scroll and highlight Options & Settings, then press the OK button (within the navigation keys)
4. Scroll and highlight Advanced Options, then press the OK button (within the navigation keys)
5. Scroll and highlight Advanced Options then press the OK button (within the navigation keys)
6. Scroll and highlight Backup then press the OK button (within the navigation keys)
7. Press the Backup softkey
(The screen will show “Backup in progress.” When finished, the screen will show “Backup successful.”)
8. Press Phone Button to return to Main Screen

Make Redial into a List

The redial softkey can be programmed to either redial the last call made or to list the last six calls in order for you to choose one.

1. Press Avaya Menu.
2. Scroll and highlight Options & Settings, then press the OK button (within the navigation keys)
3. Scroll and highlight Call Settings, then press the OK button (within the navigation keys)
4. Scroll and highlight Redial then press the OK button (within the navigation keys) to toggle between last and list.
5. Press Save softkey
6. Press Phone Button to return to Main Screen

Show Phone Screen

The display screen will show only certain features per screen. For example, should you place a call using the Log feature, the display screen will show only the Log screen. You

would have to press the Phone button to go to the main call screen. Follow the following steps to make sure that you will see the main call screen when placing a call.

1. Press Avaya Menu.
2. Scroll and highlight Options & Settings, then press the OK button (within the navigation keys)
3. Scroll and highlight Call Settings, then press the OK button (within the navigation keys)
4. Highlight the "Go to phone screen on calling" line then press the OK button to toggle, as you want the line to read Yes.
5. Highlight the "Go to phone screen on ringing" line then press the OK button to toggle, as you want the line to read Yes.
6. Press Save.
7. Press Phone Button to return to Main Screen