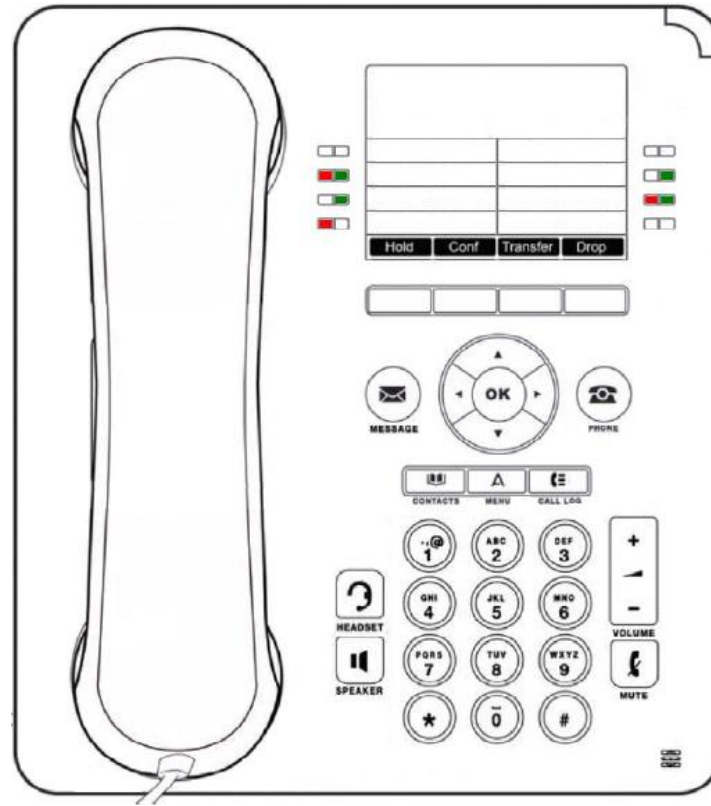# Avaya 9608 IP Phone – Quick Reference User Guide

The phone supports 24 programmable call appearance/feature buttons. The labels for these are displayed in the main display and can be controlled by the adjacent buttons. You can use the up and down arrow keys to scroll the displayed button labels. You can also use the left and right arrow keys to move through the button features in pages of 8.

Functions can be assigned to the phone's call appearance/feature buttons by your system administrator or by yourself using self-administration. Note that you cannot replace call-appearance buttons assigned by your system administrator. Not all functions and features described in this user guide may be programmed to, or available, on your telephone.

Basic Call Handling Features

Making a Call using Call Appearance Buttons

These ▬▬ buttons, labeled a=,b=, c=, etc on your display screen, represent ordinary phone calls coming in or out of your extension. Each call appearance that you have can be used to make and/or receive calls, either to/from internal extensions, or contacts outside the office.

1. Lift the handset, press the ⏸ **Speaker** button, press the 🎧 **Headset** button, or press the (OK) button if an idle call appearance is available.
2. The first available call appearance button will be seized. The red LED will light up. By default, your dialtone will be for internal calls to other extensions when you go off-hook.

If the call is to a user, and they do not answer, you can set and callback by pressing ▭ **CallBack** soft key, and then ending the call by pressing ☎ **Drop**. When a callback is set, the system will call you when the user is off their call or available. When you answer, it will automatically redial the user.

3. If you wish to make a call to an outside destination <u>press</u> **9** after going off-hook, and the number you wish to call.

Redialing a Number

1. Press the ▭ **Redial** soft key.
2. The last number will be re dialed, or you will see a list of the 10 most recent numbers that you have called, from which you can then select one to redial by scrolling using the ▲ / ▼ up/down arrow keys.
3. Press ▭ **Call** to call the number displayed in the call record.

Calling a Person from the Call Log

1. Pressing the **Call Log or Call History** 📇 button the call log will open showing your missed calls.
NOTE: The **CALL LOG** button lamp is illuminated if you have any new missed calls; also, a [x icon will show at the upper left hand corner of the screen. It is pre-fixed with the number of missed calls.
2. Scroll to the left or right to view a type of call log record you want displayed: *all*, *missed*, *answered*, or *outgoing* calls.
3. Use the up and down arrow keys to scroll through the records.
4. Press the (OK) button or the ▭ **Call** soft key.

Intercom Call

1. Lift the handset, press the programmed ▬▬ "**Intercom**" button on your display, if programmed to your phone, and dial the person's extension.
2. After 3 beeps, your call will be answered by the destination party's speaker phone. Start talking.
If their extension is busy, your call will convert to a standard phone call, and cover to voicemail if your target party does not answer.

Answering a Call

When you receive an incoming call, the <u>green</u> LED associated with the call appearance button will flash, typically accompanied by ringing (one cadence for internal, two for external) when the phone is idle.

If you are not on another call:

- lift the handset, <u>or</u> press the ⏸ **Speaker** button, <u>or</u> press the **Answer** soft key if one appears,

If you're already on a call:

- press the flashing ▬▬ call appearance button of the new call; your first calls goes on auto-hold.

Sending an Incoming Call Directly to Voice Mail

While you are being alerted to an incoming call, Press the displaying **To VM** soft key to send an incoming call directly to voice mail without answering,.

Ignore an Incoming Call

Press the **Ignore** soft key to stop the ringer for an incoming call.

Putting a Call on Hold

1. Press the **HOLD** soft key to put your active call on hold. The fast blinking green LED next to the call appearance button indicates the call is on hold. The fast blinking green LED next to the call appearance button indicates the call is on hold. If you can scroll the display using the up and down arrow keys, the held call will appear with a ☎ icon.

   NOTE: *If you want to put an active call on hold to answer a new one coming in, press the slow-flashing appearance button of the new incoming call. Your current call is place on auto-hold.*

2. To resume the call, press the call appearance button on which the call was held.
NOTE: Held calls can't be claimed anywhere else except at your phone. If you want the call to be claimed at another extension, you must use the **PARK**

buttons. The exception to this would be those extensions that have bridged call appearances.

Call Park

Parking a call is similar to holding a call. However, parked calls can be retrieved by other users on the telephone system.
1. While on your call, press an idle ▣▣ **Park** button (labeled **Park** with a **1, 2, etc**). The green LED of the button adjacent to **Park** slot label will go on. To reclaim the call, just press the same **Park** button again. Pressing the button also shows the parked call details.
2. **To claim a call parked by another extension:** identify the corresponding numbered **Park** slot button, as you were told by the parking user; the associated button's red led will be lit. Lift the handset and press the appropriate **Park** slot button (labeled **Park** with a **1, 2, etc**) once for information about the parked call, then again to retrieve the call.
NOTE: Calls that you have parked will return to your extension if they remain parked for too long. The return delay is set to a default of 5 minutes. The phone will ring back to indicate the call remains unclaimed.

Transferring a Call

IMPORTANT! To transfer a call, you must have an available call appearance button.

1. Press the **Transfer** soft key. The call is automatically placed on hold, indicated by the blinking green LED of the adjacent call appearance button.

2. Dial the extension number. You can announce the call to the target destination when they pick up,
or...

3. Press the **Complete** soft key, to blind transfer the call.
4. To pull back a transfer, press the **Cancel** soft key.

Transferring a call Direct to Voice mail

1. Press the **Transfer** soft key. The call is automatically placed on hold, indicated by the blinking green LED next to the call appearance button.
2. Dial # then Dial the extension number.

Then Press the **Transfer** soft key, or the **Complete** soft key, to finish the transfer.

Muting a Call

1. During a call, press the **Mute** button; The button lamp will light up. The other person cannot hear you.
2. Press the **Mute** button again to unmute the call.
NOTE: If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off.

Conference Calling
1. Make a call to the first party, or answer a call.

2. Press the **Conf** [ ] soft key. The current call is automatically put on hold.
3. Dial the 2nd party that you want to add to the conference.
4. If they answer and want to join the call, press the **Conf** soft key again
5. If they do not want to join the call, or do not answer, press the **DROP** [ ] **soft key** and then press the call appearance key of the held call (will have a flashing LED).

To add additional parties to an existing conference:

1. Press the **HOLD** [ ] soft key to put the conference on hold. This does not affect the other conference parties who can continue talking to each other.
2. Press an available appearance key on which to make a call.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Conf** [ ] soft key again or.
5. If they do not want to join the call or do not answer, press **DROP** soft key and then press the call appearance key of the held call (fast green flash).

TIP: Dialing the short code ***47** starts a conference call between yourself and any calls that you have on hold.

Other features for conferencing:
• To mute a caller, highlight them on your display screen, and press **Mute**. Repeat this to unmute them.

• To return to the call display, press the **Back** soft key.

Do Not Disturb
In 'do not disturb' mode, your callers are redirected to voicemail (if available) or otherwise hear busy tone.
1. If programmed to your phone, press the feature button labeled [ ] "**DND**". An **N** (= No Calls) is shown on your phone's display when you have do not disturb enabled. The green LED will remain on.
2. You can still use the phone to make outgoing calls; when you go off-hook you will hear broken dial tone.
3. To deactivate, press the **DND** button again. The LED will shut off.

NOTE: Enabling do not disturb won't affect current incoming calls. Press the **Ignore** or **To VM** soft keys to defer the call.

Forward Calls
A button with this action can be used to switch forwarding unconditional on/off.
1. If programmed to your phone, press the feature button labeled [ ] "**Forward Calls**". If setup with a pre-set phone number or user extension, that number is used as the forwarding destination.
2. If setup without a number, when the button is pressed you will be asked to confirm your existing forward unconditional destination number, or to enter a new number.
3. When the forwarding feature is enabled, the button's green LED is lit, and a "**D**"

(= Diverting) is shown after your extension name on the phone's idle display.
4. To disable the forwarding feature, the button can be pressed again to switch forward unconditional off. The LED's returns to idle status.

(**NOTE:** If you are forwarding to an outside number, **you must set it up using the PBX code of "9" at the beginning** so the system knows it's dialing outside. Also, caller ID will come up as the business's main # or your extension's DID.)

Accessing Your Voicemail
Option 1
Press the [ ] **Messages** key on the telephone. If the key is configured for "**Visual Voice**," you will be taken into an on-screen menu of prompts to manage your mailbox.

Option 2
If your [ ] **Messages** key was configured for "Visual Voice" and you prefer to use the voice-guided voicemail menu, just press the programmed [ ] "**Voicemail**" feature button, or dial code ***17**. You will be taken to the voice-guided mailbox menu prompts.

*For further Voicemail instruction, refer to the provided IP Office Intuity VM Quick Reference Guides, or the full Avaya manual.

Personal Contacts/Directory

The following covers use of the [icon]
CONTACTS menu of your phone. All functions are preceded by pressing this button.

Adding Entries

1. Access your personal directory contacts:
   a. Press the **CONTACTS** key. The directory menu is displayed.
   b. Use the left and right arrow keys to select your *Personal* directory.

2. Press the **New** soft key. The menu now allows editing of the name and number.
   • Use the up and down arrow keys to switch between number and name entry.
   • When the name and number have been entered as required, press the **Save** soft key.
   • To exit without making any changes, press the **Cancel** soft key.

You can add up to 100 personal directory entries.

Editing Entries

1. Use the left and right arrow keys to select your *Personal* directory and locate the desired entry. Press the **Details** soft key.
2. Press the **More** soft key and then the **Edit** soft key.
   • Use the up and down arrow keys to switch between number and name entry.
   • When the name and number have been entered as required, press the **Save** soft key.
   • To exit without making any changes, press the **Cancel** soft key.

Deleting Entries

1. Locate the entry in your Personal directory.
2. Press the **More** soft key and then the **Delete** soft key

Calling a Person from the [icon] Contacts List

1. Use the left and right arrow keys to select which type of directory entries you want displayed.

   All
      All directory entries.
   External
      Directory entries stored by the telephone system for all users to use.
   Groups
      The names and numbers of Departments/Groups on the system network.
   Users
      The names and numbers of other users on the system network.
   Personal
      Your own personal directory entries.

2. Either press the **List** soft key to display all the directory entries, or start spelling out the name using the dialpad to display only matching entries.
3. Use the up and down arrow keys to scroll through the matching entries. To return to the start to match a different directory selection, press the **Clear** soft key.

When the required entry is displayed, press **Call** soft key.

Self Administration:
External Speed Dial Buttons

The following instructions are for programming speed dial buttons to outside parties, however they can also be applied to assign other features to empty ▮▮ buttons on the 2nd, 3rd and 4th pages on your phone. Refer to the full Avaya 9600 User Guide for explanation of available button features.

All administration is done by following along on the display screen.

1. Press the ▭ **Features** soft key, if shown on your display screen. To do this during a call, press the ☎ **PHONE** key and then press the **Features** soft key.
2. Use the up and down arrow keys to highlight **Phone User**. Press **Select**.
3. Use the up and down keys to highlight **Self-Administer**. Press **Select**.
4. Enter your security PIN (default is your extension number) and press **Done**.
5. Use the up and down keys to scroll through the list of current functions assigned to each button.
   · To remove the existing function from a button (except call appearance), press **Erase**. You can also press **More** and use the **Copy** and **Paste** options to copy the settings of an existing button onto another.
   · To assign a function to the highlighted button press **Replace**.
   · Select the required function from the list ("**Abbreviated Dial**"), and press **Select**.
   · Enter the full outside number, including the outside access code (9).

· The button will be given a default label. To change the label, press **More** and then select **Label**. Use the "keyboard" to enter the text you want to display for the button label. Note that the label is only shown while editing the label, and after you exit the administration menu.

6. When completed press **Back**.

To learn more about features you may program to your phone, refer to Chapter 16 (page 89) in the Avaya 9600 User Manual.