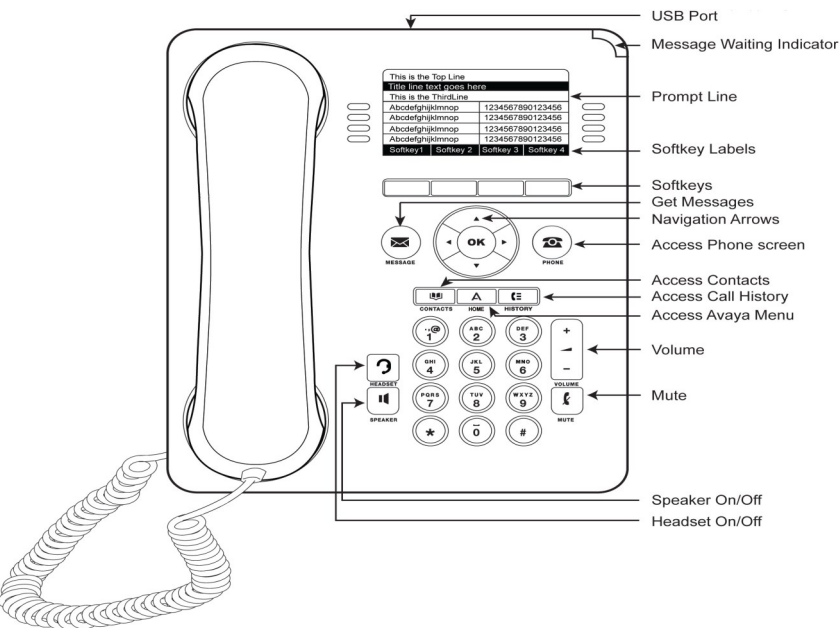


# AVAYA 9608/9611 IP Phone User Guide



## 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

## 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.

## 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.

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# 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**.