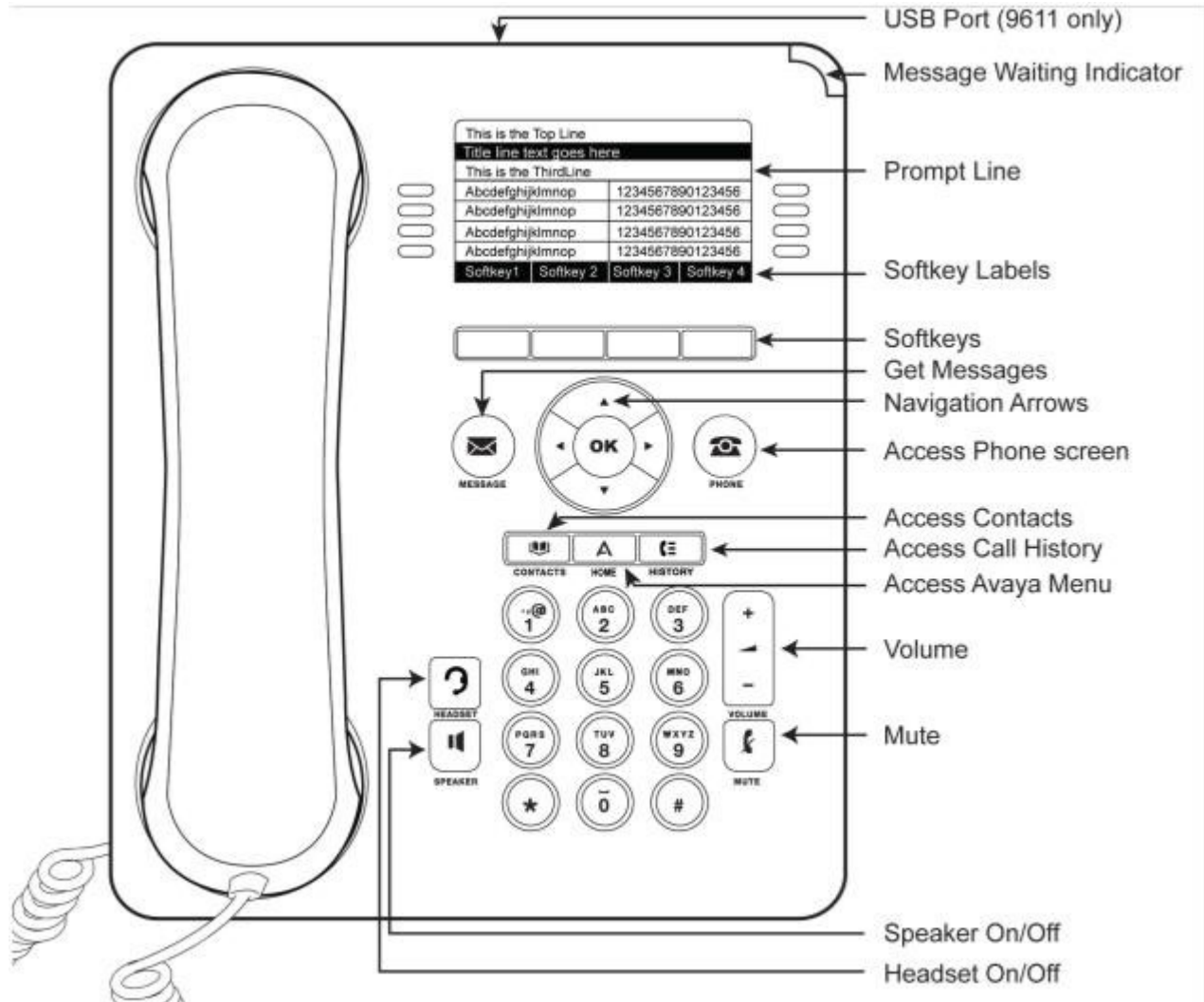



Avaya 9608 IP Office Telephone — Quick Reference Guide

This document is a succinct instruction on your new telephone. It includes brief explanations of the features you will need to use quickly.



Important Definitions

Softkeys-The softkeys are context sensitive features, meaning the available actions will change based on the state of your telephone. Simply press the softkey to activate the feature. (If your telephone is idle, you will not see "Hold" or "Transfer" because there is no active call to hold or transfer)

 Press the **Message** button to access your voicemail box. This button along with the indication on the top right of your telephone will light red when you have new messages.

 Press the **Phone** button to refresh your telephone's display and view your call appearances.

A Press the **Avaya Menu** or **HOME** button to adjust and customize options and settings, such as screen contrast and ring tones. You can also use this button to view network settings, and to log your telephone off the network.



Personal Contacts/Directory

Press the **Contacts** button to view your Contacts screen. The following covers the use of the **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 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.



Press the **History** button to view your received, missed, and outgoing calls. The telephone will store 100 log entries shared between the three categories. From here, you can select an entry to call by pressing the Call softkey or add an entry from the call log to your Contacts list by pressing the +Contact softkey

***Note:** the Call Log button is illuminated when you have any new missed calls. Also,  a icon will appear in the upper left hand corner of your phone screen indicating the number of calls missed.

Answering a ringing call ...



Lift the receiver.



Or, press the **Speaker** button.



Or, select the line button where the call appears

Make a call ...



Lift the receiver, begin dialing




Or, begin dialing to automatically access speaker function



Or, press the **Redial** softkey to access a list of the last 30 numbers dialed

Put a call on Hold ...



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 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.*



To resume the call, press the call appearance button on which the call was held.

Transfer a call ...



While on an active call, press the **Transfer** softkey.



Dial the destination number you are transferring to.



Press the **Complete** softkey (you may stay on the line to announce or press **Complete** immediately for a blind transfer)

If the destination is not available or you need to return to the original caller ...



While the destination line is highlighted, press the **Cancel** softkey

Transferring a call Direct to Voice mail ...



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






Dial # then Dial the extension number.







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




Conference multiple parties ...

-  While on an active call, press the **Conf** softkey.
-  Dial the next telephone extension or 9-1-[10 digits] for an external number-You can also use your **Contacts** or **History** feature to make the call
-  After called party answers, press the **Conf** softkey again.




To add additional parties to the conference call ...

-  Press the **Hold** softkey to put the conference on hold. This does not affect the other conference parties who can continue talking to each other.
-  Press an available appearance key on which to make a call.
-  Dial the party you want to add to the conference.
-  If they answer and wish to join the call, press **Conf** soft key again. If they do not want to join the call or do not answer, press **Cancel** softkey and then press the call appearance key of the held call (fast green flash).








Other Features ...

-  Press the side to side **Navigation Arrows** and then the up & down arrows in the center of the phone to view additional features
-  Select the appropriate Feature (Intercom, Call Forward, etc.) to activate.
-  Follow screen instructions to specify information or deactivate.

Accessing your voicemail ...

-  To access voicemail remotely, dial 908-731-4400
-  Enter your extension number and press#
-  Enter your password and press#

***The first time you enter your mailbox, there is no password, simply press #

Icon	Name	Function
	Navigation	<p>Press the left, up, right, and down Navigation buttons to move between and select screens and options.</p> <p>Press the center OK button to submit the selection.</p> <p>Note: These buttons are available only on the 9608, 9608G, and 9611G.</p>
	Message	<p>When you receive a voicemail, the phone illuminates the Message button.</p> <p>Press Message to listen to your voicemails.</p>
	Phone	<p>Press Phone to view the Phone screen.</p> <p>During a call, you can gain access to the following options from the Phone screen: Hold, Conference, Transfer, and End call.</p>
	Contacts	<p>Press Contacts to view the entries in your contact list.</p>
	Home	<p>Press Home to configure options and settings, and or any applications available to you, log out, or view network information.</p>
	History	<p>Press History to view the history of your outgoing, incoming, and missed calls. The deskphone illuminates the button when you have missed calls.</p> <p>The top line shows the Missed Call icon and the number of calls that you have missed.</p>
	Headset	<p>Press the Headset button to use the headset if connected.</p> <p>Note: Only HIS headset cords are compatible with your phone.</p>
	Speaker	<p>Press the Speaker button to use the speakerphone.</p> <p>To take a call off the speakerphone, lift the handset or press the Headset button.</p>
	Volume	<p>While on an active call, press + or - on the Volume button to adjust the volume of your handset, headset, or speaker.</p> <p>While you are not on an active call, press Volume to adjust the ringer volume.</p>
	Mute	<p>Press the Mute button to mute a call in progress.</p> <p>To take a call off mute, press Mute again.</p>
	Forward	<p>Press the Forward button to enable call forwarding features such as Send all calls to a pre-specified number. To disable, press Forward again.</p> <p>Note: This button is available only on the 9621G and 9641G.</p>