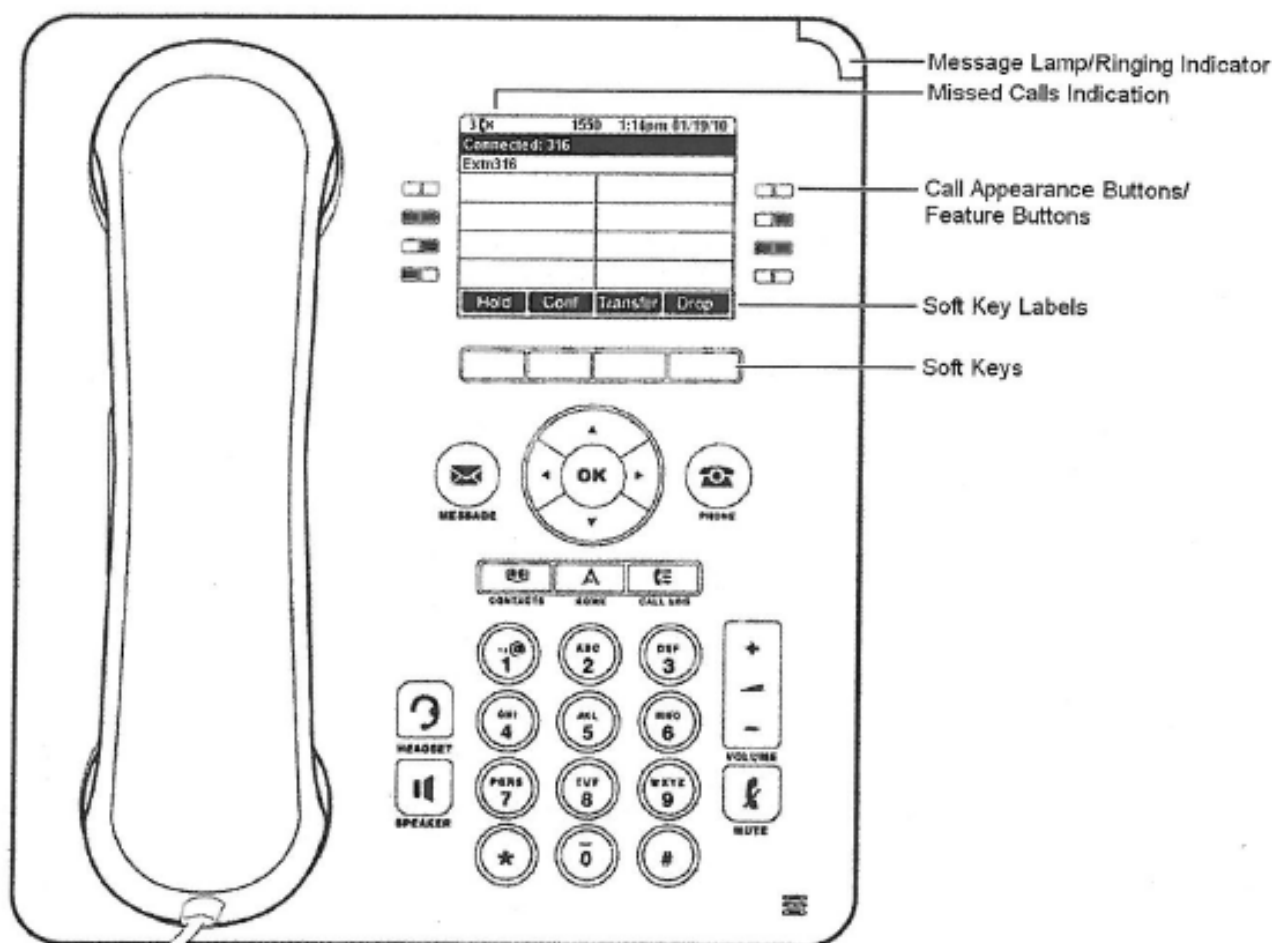


Avaya 9608 IP Office Telephone – Quick Reference Guide

This document is a succinct instruction on your new telephone. It includes brief explanations of the features you will need to use quickly. You may reference the Avaya formal documents for more detailed instruction.



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)



MESSAGE 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.



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



MENU 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 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 **Call Log** 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 **[x]** 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 **Call Log** 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).

Do Not Disturb. . .

- ☎ Press the press the feature button labeled  **DND** to send all calls to voicemail. An **N** (= No Calls) is shown on your phone's display when you have do not disturb enabled. The green LED will remain on. You can still use the phone to make outgoing calls; when you go off-hook you will hear broken dial tone.
- ☎ Press the  **DND** again to deactivate
- ☎ While your telephone is ringing, you can also press the **To Vmail** or **Ignore** softkey to interrupt the call