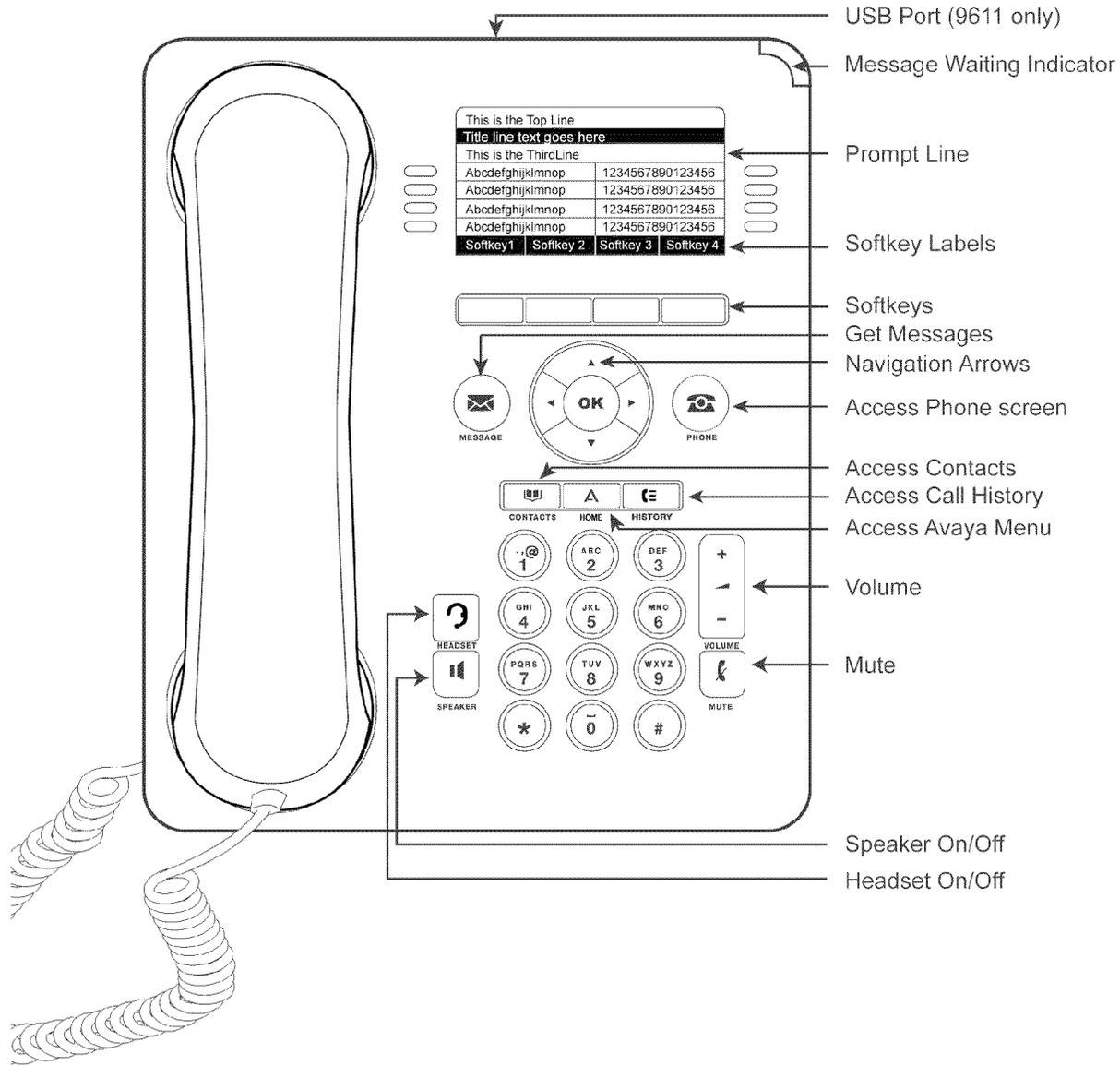
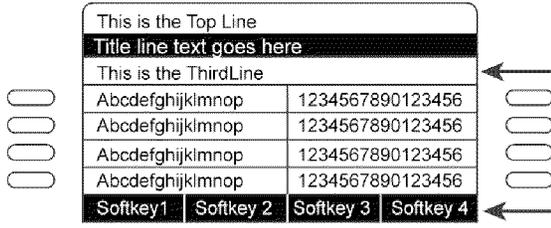
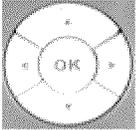


# AVAYA 9608-9611 USER GUIDE



**TELEPHONE OVERVIEW**

<p><b>MESSAGE WAITING INDICATOR</b></p>	<p>If you have messages in your Avaya Voice Mailbox, the light on the top right corner of your telephone will light solid red. In addition, the Messages button will also be lit. Once you listen to your messages, the lights will turn off.</p>
<p><b>YOUR PHONE DISPLAY</b></p>  <p>The diagram shows a phone display with several lines. The top line is labeled 'This is the Top Line' and contains 'Title line text goes here'. Below it is a line labeled 'This is the ThirdLine'. There are four lines of alphanumeric characters (Abcdefghijklmnop) and four softkey buttons at the bottom labeled 'Softkey1' through 'Softkey 4'. Arrows point to the top line, the third line, and the softkey area.</p>	<p><b>Your Phone Display Contains the Following Information:</b></p> <ul style="list-style-type: none"> <li>The top line of the display shows your extension number and the date and the time.             <ul style="list-style-type: none"> <li>If you have missed calls, the left hand side of this top line will display the missed call icon, which will include the number of calls you have missed. Your Call Log button will also be lit.</li> </ul> </li> <li>The Prompt Line will display prompts to help you navigate through extra features on your 9608 phone.</li> <li>The Line button area alternates between the extension lines you use to place and receive calls and the features that are programmed on your 9608 telephone.             <ul style="list-style-type: none"> <li>These line buttons include LED lights which will light green to show when a line or feature is active. When the phone is in an idle state, you will see a red light beside the first line.</li> </ul> </li> <li>The bottom of the display screen is the softkey area. When the phone is idle, you will see a minimum of a REDIAL option. (More buttons can be added by your system administrator.) While on a call, the softkey features include: Hold, Conf, Transfer and Drop.</li> </ul>
<p><b>NAVIGATION ARROWS AND THE OK BUTTON</b></p>  <p>The diagram shows a circular navigation pad with four arrows (Up, Down, Left, Right) and a central 'OK' button.</p>	<p><b>Up and Down Navigation Arrows</b></p> <ul style="list-style-type: none"> <li>Use the Up and Down Navigation arrows to scroll through lists.</li> </ul> <p><b>Right and Left Navigation Arrows</b></p> <ul style="list-style-type: none"> <li>Use the Right and Left Navigation arrows to navigate between menus or to move the cursor during test input.</li> </ul> <p><b>OK Button</b></p> <ul style="list-style-type: none"> <li>Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number for you.</li> </ul>
<p><b>PHONE</b></p> 	<p><b>Using the Phone Button</b></p> <ul style="list-style-type: none"> <li>Press the Phone button anytime to return to the main phone screen to view and manage your calls.</li> </ul>
<p><b>MESSAGES BUTTON</b></p> 	<p><b>To Dial the Voice Mail System</b></p> <ol style="list-style-type: none"> <li>Press the Messages button to connect directly to your voice mail system.             <ul style="list-style-type: none"> <li><b>Note:</b> You will need to enter your information to enter your mailbox.</li> </ul> </li> </ol>
<p><b>VOLUME BUTTON</b></p> 	<ol style="list-style-type: none"> <li>Press the volume button to adjust the volume of the handset, headset, speaker or ringer.             <ul style="list-style-type: none"> <li><b>Note:</b> They are all independent of each other.</li> </ul> </li> </ol>
<p><b>MUTE</b></p> 	<p><b>Preventing the Other Person on the Line From Hearing You:</b></p> <ol style="list-style-type: none"> <li>Press the Mute button. The other party cannot hear you.             <ul style="list-style-type: none"> <li>The Mute button lights when your call is muted.</li> </ul> </li> <li>To reinstate two-way conversation, press the Mute button again.</li> </ol>

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<p><b>PLACING A CALL</b></p>	<p><b>Place a Call With Your 9608 Phone in Any of the Following Ways:</b></p> <ul style="list-style-type: none"> <li>• Lift the handset and dial the number.</li> <li>• If you are using a headset, press the <b>Headset</b> button and dial the number.</li> <li>• If you are using the speakerphone, press the <b>Speaker</b> button and dial the number.</li> </ul> <p>The first available line appearance line displays the off-hook icon. The buttons beside the line will be illuminated red and green.</p> <p>For outside calls, you must dial 9, followed the number or 1, area code, and number.</p> <p>For internal calls, you must dial the extension number.</p>
<p><b>ANSWERING A CALL</b></p>	<p>When an inbound call rings to your extension, the Bell icon appears next to the first Line Appearance on your display. The phone rings and the call information displays on the top line of your display.</p> <p><b>To Answer an Incoming Call:</b></p> <ul style="list-style-type: none"> <li>• Lift the handset.</li> <li>• If you are using a headset, press the <b>Headset</b> button.</li> <li>• To use the speakerphone, press the <b>Speaker</b> button or press the <b>Answer</b> soft key.</li> </ul>
<p><b>ENDING A CALL</b></p>	<p><b>To End a Call:</b></p> <ul style="list-style-type: none"> <li>• Hang up the handset.</li> <li>• If you are using a headset, press the <b>Headset</b> button.</li> <li>• If you are using the speakerphone, press the <b>Speaker</b> button</li> </ul>
<p><b>REDIAL</b></p>	<p><b>Using Redial</b></p> <ol style="list-style-type: none"> <li>1. From the Phone screen, press <b>Redial</b>.</li> <li>2. Press <b>OK</b>.</li> </ol> <p><i><b>Note:</b> By default the system will call the last number dialed. From the Avaya <b>Home</b> button, you can change this setting to dial provide a list of the last few numbers dialed.</i></p>
<p><b>HOLD</b></p>	<p><b>Placing a Call on Hold</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Hold</b> soft key. The button beside the line will fast flutter green.</li> </ol> <p><b>Retrieving the Held Call</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Resume</b> or the <b>OK</b> button on the navigational wheel to retrieve the call.</li> <li>2. Another option is to press the line button beside the call on hold.</li> </ol>
<p><b>TRANSFER</b> Sends a call from your extension to another extension.</p>	<p><b>To Transfer a Call</b></p> <ol style="list-style-type: none"> <li>1. During a call, press the <b>Transfer</b> softkey on the bottom of the display.</li> <li>2. Dial the extension number to which you want to transfer the call.</li> <li>3. Notice that there are options at the bottom of the display. Pressing <b>Clear</b> will provide new dial tone in case you misdial. Pressing <b>Cancel</b> will cancel the transfer and return you to the original party.</li> <li>4. Press the <b>Complete</b> soft key on the bottom of the display to complete the transfer.</li> </ol> <p><i><b>Note:</b> If you wish to answer the call to receiver, remain on the line until they answer. Announce the call and the press the Complete soft key to finish the transfer process.</i></p>

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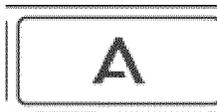
<p><b>CONFERENCE</b> Allows you to conference up to 6 parties including yourself on one call.</p>	<p><b>Conference</b></p> <ol style="list-style-type: none"> <li>1. While on the current call, press the <b>Conference</b> button. The current call is placed on hold, the Soft Hold icon displays, and you hear a dial tone.</li> <li>2. Dial the number of the next party.</li> <li>3. Press the <b>Join</b> button to add the new party to the call</li> <li>4. To add another party, press the <b>Add</b> button.</li> <li>5. Dial the number of the next party.</li> <li>6. Press <b>Join</b> button to add the new party to the conference call.</li> </ol>
<p><b>CALL FORWARDING</b> This feature allows you to set a number to which your calls will be forwarded.</p>	<p><b>Call Forwarding</b></p> <ol style="list-style-type: none"> <li>1. Go to your Features menu.</li> <li>2. Select CFrwd from the list by either pressing the button next to it or pressing OK. <i>Note: When you activate the Call Forwarding feature, you will hear a dial tone prompting you to enter the forwarding extension number.</i></li> <li>3. Enter the number where you want your calls forwarded. You will then hear a confirmation tone (three beeps) and the red LED light will illuminate.</li> <li>4. To turn Call Forwarding off, simply select it again from your Features menu by pressing the button next to it or pressing OK. The red light indicator will turn off.</li> </ol> <p><b>NOTE:</b> If call forwarding is turned on, a Forwarding icon  appears on the top line of your display screen.</p>
<p><b>CALL PICKUP</b> This feature allows you to pick up a call ringing in your pre-determined "group".</p>	<p><b>Call Pickup</b></p> <ol style="list-style-type: none"> <li>1. Use the scroll bar on the right of the phone screen to locate Call Pickup.</li> <li>2. Touch the <b>Call Pickup</b> button.</li> </ol>
<p><b>SEND ALL CALLS</b> This feature will send your calls to voicemail immediately.</p>	<ol style="list-style-type: none"> <li>1. Press the SendAllCalls softkey( a check mark will appear next to it) <b>OR</b></li> <li>2. Go to your Features list</li> <li>3. Select SendAllCalls</li> <li>4. Press OK to turn SendAllCalls on or off</li> </ol> <p><b>NOTE:</b> If call forwarding is turned on, a Forwarding icon  appears on the top line of your display screen.</p>

**PRESS THE HOME BUTTON TO VIEW AND CHANGE THE FOLLOWING OPTIONS AND SETTINGS**

**CALL SETTINGS**

To reach the Call Settings menu, press the Avaya **Home** button. Select **Options and Settings** followed by **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. (Default is No)

**Go to Phone Screen on Ringing**

- When set to “Yes”, this feature will automatically take you back to the phone screen when your phone starts ringing. (Default is Yes)

**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. (Default is No)

**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 three calls you placed and you can choose which call to redial by pressing the corresponding **Line** button. (Default is ONE number.)

**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. (Default is No)

**Audio Path**

- Pressing the **Line** button corresponding to the Audio Path feature you can toggle between “Speaker” and Headset. (Default is “Speaker”)

**APPLICATION OPTIONS**

To reach the Application Options menu, press the Avaya **Home** button, Press Select **Options and Settings** followed by **Application Options**. To change a menu option in this section,

Begin by pressing the **Line** button that corresponds to that feature. (You may also use the Navigation Arrows to scroll through the menu items.)

**Call History**

- 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)

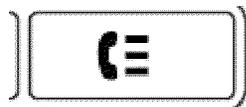
**Personalize Labels**

1. Select Personalize Labels
2. Press **Change** or **OK**.
3. Using the Navigation Arrows, 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.

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	<p><b>Restore Default Labels</b></p> <ul style="list-style-type: none"> <li>You may revert back to the default button labels by pressing <b>Avaya Menu → Options &amp; Settings → Application Settings → Restore Default Button Label.</b></li> </ul>
<p><b>SCREEN AND SOUND OPTIONS</b></p> <p>To reach the Screen and Sound Options menu, press the Avaya <b>Home</b> button, Press OK button next to →Options and Settings →Screen and Sound Options.</p> <p>To change a menu option in this section, Select the navigational keys use to scroll through the menu items.)</p>	<p><b>Brightness</b></p> <ul style="list-style-type: none"> <li>Press the Change softkey on the bottom of your display to change the brightness on your display screen. Using the Right and Left Navigation Arrows, adjust the Brightness level.</li> </ul> <p><b>Contrast</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>Personalized Ringing</b></p> <ul style="list-style-type: none"> <li>To Change your Ring Pattern             <ol style="list-style-type: none"> <li>Press <b>OK</b> to see a list of the available ring patterns. Each category contains eight distinctive ring patterns. The ring tone currently selected displays on the prompt lien and a list of 8 ring tones in that category.</li> <li>Select a displayed ring pattern or press the alternate ring tone category soft key to select from the eight alternate ring patterns.</li> <li>Repeat the last step until you find the ring pattern you want.</li> <li>Press <b>Save</b> to make it your ring pattern.</li> </ol> </li> </ul> <p><b>Language</b></p> <ul style="list-style-type: none"> <li>If administered, you may change the display language on your telephone set.</li> </ul> <p><b>Button Clicks</b></p> <ul style="list-style-type: none"> <li>Pressing the OK button will allow you to turn the Button Click Sounds “On” or “Off”.</li> </ul> <p><b>Error Tones</b></p> <ul style="list-style-type: none"> <li>Pressing the OK button will allow you to turn the Error Tones “On” or “Off”</li> </ul> <p><b>Phone Screen Width</b></p> <ul style="list-style-type: none"> <li>Press <b>Change</b> to change the screen width from Full to Half (each call appearance or feature occupies the entire width of a line) to Half (each call appearance or feature occupies half the width of a line, effectively splitting the screen in half) or Half to Full.</li> <li>Press <b>Save.</b></li> </ul>
<p><b>CONTACTS</b></p> <p>You can save up to 250 names and up to 3 telephone numbers per name.</p> <div style="text-align: center;">  </div>	<p><b>To create a contact:</b></p> <ol style="list-style-type: none"> <li>Press the <b>Contacts</b> button..</li> <li>Press the <b>New</b> soft key..</li> <li>Enter the name for your speed dial label using the keypad. Example: To spell the last name Smith, press 7 four times to input the letter S. Press 6 once to input the letter M. Press 4 twice to input the</li> <li>Select the next field to enter the telephone number. Include 9 in front of external numbers.</li> <li>Press the <b>Save</b> button.</li> <li>Press <b>Phone</b> button to return to the Home screen.</li> </ol> <p><b>To place a call using speed dial:</b></p> <ol style="list-style-type: none"> <li>Press the <b>Contacts</b>.</li> <li>Search for contact.</li> <li>Press <b>Okay</b> button when correct contact is highlighted to dial number.</li> </ol>
<p><b>CALL HISTORY</b></p>	<p><b>Viewing Call History</b></p> <ol style="list-style-type: none"> <li>Press <b>History</b> button. Use Navigation buttons to scroll through calls.</li> </ol>

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**HISTORY**

2. Select the number you want to view.
3. Press **Details**.

### **To Call from Call History:**

1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all, un-answered, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the **Call** soft key or the **OK** button.