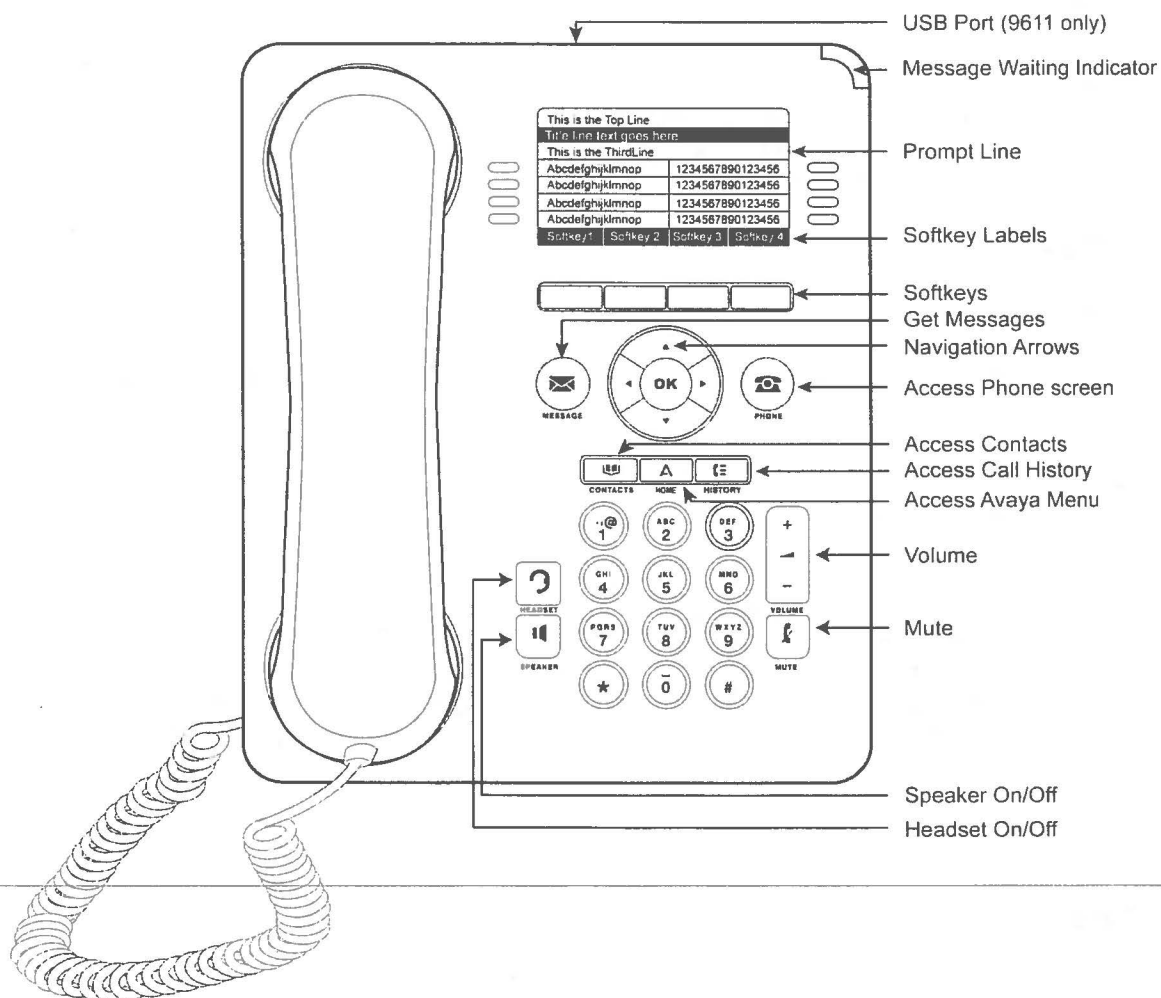


# 9608/9611

## Phone Training



# 9608/9611 Phone Guide

## GENERAL OVERVIEW

### Scrolling and Navigating

Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to scroll to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line will be highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. Press OK to choose the highlighted line.

### Volume Button

The volume bar enables you to adjust the volume of the handset, speaker, headset, or ringer. Setting one does not affect the others.

### Mute

Turns off the active Speakerphone, handset, or headset microphone, to prevent the other person from hearing you. The Mute button will light when activated and the other party (parties) can't hear you. Press the Mute button again to deactivate.

### Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Avaya Menu button, you see the following menus, depending on how your administrator has set up your system and on the applications available to you:

### Options & Settings Menu

The Options & Settings Menu includes choices for:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

*Call Settings* includes choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

*Application Settings* includes choices for personalizing button labels, turning call logging on or off and including bridged calls in your call log.

*Screen & Sound Options* includes choices for adjusting your phone's brightness and contrast, ring pattern, language selection, and button clicks and tones.

*Advanced Options* includes choices for backing up and restoring your settings, options, and button labels. You can also set AGC for your handset, headset, and/or speaker audio.

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### Adjusting the Brightness or Contrast of the Display

1. Press the **Avaya Menu** button
2. Scroll to **Options and Settings** and press **OK**.
3. Scroll to **Screen & Sound Options** and press **OK**.
4. Scroll to **Brightness** or **Contrast** and press **OK**.
5. Scroll to the specific option you would like to adjust and press **OK**.

6. Scroll to the right or left to adjust the brightness or contrast
7. Press **Save**

### **Changing the Ring Pattern**

1. Press the **Avaya Menu** button
2. Scroll to **Options and Settings** and press **OK**.
3. Scroll to **Screen & Sound Options** and press **OK**.
4. Scroll to **Personalized Ringing** and press **OK**.
5. Scroll through the patterns to listen to the options available.
6. Press **Save** to make it your ring pattern.

### **Call Settings**

To reach the Call Settings menu, press the Avaya Menu button. Select Options and Settings then Call Settings.

To change a menu option in this section, select that feature to toggle between the available choices.

### **Changing the Redial Options**

1. Press the **Avaya Menu** button.
2. Select **Options and Settings**.
3. Select **Call Settings**
4. Select the **Redial** Option.
5. By selecting **Change** you can toggle between *One Number* and *List*. "List" will display the last three calls you placed, and you can choose which call to redial by selecting the corresponding number.
6. Press **Save** to keep the change.

### **Setting contact names to display during calls**

You can set your phone to show the contact's name rather than the calling party name for an incoming or answered call, a transferred call, or conference call when a calling or called party number matches a number on your Contacts list.

1. Press the **Avaya Menu** button.
2. Select Options & Settings or Phone Settings.
3. Press **Select** or **OK**.
4. Select Call Settings.
5. Press **Select** or **OK**.
6. Select Pair Contacts to Calls.
7. Press **Change** or **OK** to change the setting to On or Off.
8. Press **Save**.

### **Browser**

Your telephone includes a Web browser capability that can be used to present additional applications. The items available through the Web browser vary depending upon how your telephone is administered. Contact your system administrator with any questions.

Access the browser through the **Avaya Menu**. If you don't see the Browser option on the Avaya Menu, no Web applications are available for your phone.

## **Answering and Making a Call**

### **Answering a Call**

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and

press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.

### Placing a Call

- Lift the handset and dial the number
- Press the Headset button if you are using a headset
- Press the Speaker button if you are using the speakerphone

### Putting a Call on Hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. Select the line you want to put on hold, if necessary.
3. Press **Hold**.
4. Press **Resume** to retrieve the call.

### Transferring a Call

#### To Transfer a Call to an Extension

1. While on a call, press the **Transfer** softkey; the caller automatically goes on hold.
2. Dial the number where you want to send the call.
3. Press the **Complete** softkey to complete the transfer

**Note:** If you need to return to the caller, press the **Cancel** softkey or the call appearance button of the original call.

**Tip:** If you dialed an incorrect number after you pressed **Transfer**, press the **Drop** softkey to hear a new dial tone, and dial the correct number. You do not need to go back to the original call. Press **Complete** to complete the transfer.

### Conference

You can conference up to five other people (internal and/or external) on a conference call.

#### Setting Up a Conference Call

1. While on a call, press **Conf**.
2. Dial the telephone number or call the person for the Contacts or History list
3. Press **Join** to add the person to the conference call.
4. To add additional parties, press the **Add** softkey and dial the next number.
5. Press **Join** to connect all parties. Repeat steps 4 and 5 as needed.

#### Dropping a person from a conference call

*This feature is not available on all systems.*

1. From the Phone screen, select your active call.
2. Press **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

#### Dropping the Last Person from a Conference Call

- Press the **Drop** softkey to remove the last added party

**Note:** If you do not see **Drop** when you select a person, this feature is not available

### Calling a person from the directory

If your system administrator has set up a corporate directory and has made this feature available to you, you can dial other users in your system by name.

1. From the Phone screen, scroll right to access the Features menu, select Directory, and press **Select** or **OK**.
2. Use the dialpad keys to start spelling the last name of the person you want to call. Press each dialpad key one time for each corresponding letter. For example, for "Hill", press **4,4,5,5**.
3. Select **Next** to view the next name alphabetically in the directory, if necessary.
4. Press **OK** or enter the next letter.
5. Select **Make Call** when you see the name you want.
6. Press **OK** to dial the call.

### **Send All Calls**

This button directs all your calls to your voicemail immediately (or predefined coverage number).

1. From the Phone screen, scroll right to access the Features menu
2. Select **SendAllCalls**
3. Press **OK** to turn Send all Calls on or off.

**Note:** While your phone is in idle mode you may also notice that **Send Calls** is a feature that appears on your display. You can also press the corresponding soft-key to activate and deactivate the feature. When turned on, a checkmark will appear next to the Send Calls feature.

### **Call Forwarding**

This feature allows you to set a number to which your calls will be forwarded.

1. From the Phone screen, scroll right to access the Features menu
2. Select the forwarding feature you want to activate.
3. Press **OK** to turn call forwarding on.
  - **Note:** When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.
4. Enter the number you want to forward your calls. You will then hear a confirmation tone and the associated LED lights.
5. To turn the call forwarding feature off, press **Select** or **OK**.

### **Message**

This button will speed dial your voicemail access number and will also light if you have new messages. Your Message Waiting Indicator (top right side of your phone) will also light when you have new messages.

### **Bridged Lines**

A Bridged Line typically belongs to someone else, but bridging allows you to see if that line is in use, answer calls on that line, or join a call in progress on that line. You can also make outgoing calls on a bridged line when it isn't in use.

#### **Answering a call on a Bridged Line**

1. Select the bridged call that you want to answer. (The ringing line will be selected automatically if there are no other active calls.)
2. Press **Answer**

### **Contacts**

You can save up to 250 names and up to 3 telephone numbers per name.

#### **Searching for a contact**

You can search for any name as described here, or you can jump to a certain group of letters in your Contacts list by pressing the associated dial pad button. For example, if you press 3, the Contacts list might display entries starting with D, E, F or 3 depending on how you set up your contacts and how many times you press 3 in succession.

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.  
*Keep in mind that a Contacts search is case-sensitive and how your Contact list is set up. If you set up your contacts as "Last Name, First Name" start typing the letters of the last name. If you have set up your contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.*
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

#### View Contacts Details

1. Press the **Contacts** button to display the Contacts screen.
2. Select the contact you want to view.
3. Press Details to see the information available for that contact. Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

#### Adding a New Contact You can add up to three numbers for a contact.

1. Press the **Contacts** button
2. Press the **New** softkey. If you do not see **New**, press **More** then **New**.
3. Enter the name using the dialpad.
  - a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
  - b. Pause before entering the next character if the characters are on the same key.
  - c. To enter a space, press **0**.
  - d. Enter remaining letters or numbers.
  - e. Press **Bksp** to delete the last character.

*If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows 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 to the left of the cursor.*

4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable.  
The primary number is the one that will always display without having to go into contact details.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7.  
*You can add up to two additional numbers for this contact, but you can designate only one number as primary.*
9. Press **Save** or **OK**.

#### Editing a Contact

1. Press the **Contacts** button
2. Select the contact entry you wish to edit.
3. Press the softkeys below **More** → **Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press the **Save** softkey

#### Deleting a Contact

1. Press the **Contacts** button.
2. Select the contact entry you wish to delete.
3. Press the softkeys below **More** → **Delete**.
4. Press the softkey below **Delete** again to confirm.

**NOTE:** If you press **Cancel** prior to pressing **Delete**, your contact information will not be removed.

## **Call History**

The History screen provides a list of recent calls, with information about call disposition (missed, answered, or outgoing) and with caller name and number (where available), call time, and call duration. Call History also shows bridged calls and the number of missed calls from a given calling number. If you are a member of a call pickup group, any calls you picked up for another person or that you missed and were answered by someone else in your pickup group are shown with a Forwarding icon to allow you to review details of that type of call. When you have one or more missed calls, the History button lights and the Missed Calls icon and the number of missed calls display on the top line.

### **Calling a person from the call log**

1. Press **History**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

### **Viewing the Call History**

1. Press **History**.  
*You can go to the top of the list by pressing **History** again.*
2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.
3. Scroll up or down to view the entries on the list.

### **Viewing Call Log Details**

1. Press **History**.
2. Select the number you want to view.
3. Press the **Details** softkey.
4. Press the Back softkey to return to the list view.

### **Adding an Entry from the Call Log to your Contacts List**

1. Press **History**.
2. Select the Call Log entry you want to add to your Contacts list.
3. Press the **+Contact** button.
4. Edit name and telephone number, if necessary.
5. Press **Save**.

### **Removing an Entry from the Call Log**

1. Press **History**.
2. Select the entry you wish to delete.
3. Press the **More > Delete**.
4. Press **Delete** again to confirm, or **Cancel** if you wish to retain the entry.

