



**Message Waiting Indicator:** An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If visual alerting is enabled, this light flashes when you receive an incoming call.

**Prompt Line:** View the prompt line to see helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus.

**Call Appearances:** The number of lines available to make or receive calls (call appearances) depends on how your system is administered. Press the line button to initiate or answer a call.

**Lines:** The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Lines also indicate if a feature is enabled or disabled in the Feature view.

**Softkeys and Softkey Labels:** Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces.

**Navigation Arrows:** Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the up and down navigation arrows to move from one line to

another.

**Message:** Press to connect directly to your voicemail system.

**Phone:** Press to view and manage your calls.

**Contacts:** Press to view the entries in your Contacts list.

**History:** Press to view the history of your outgoing, incoming, and missed calls. The icon on the **History** button is illuminated when you have missed calls. The top line of the Prompt shows the **Missed Call** icon and the number of calls missed.

**Home:** Press to configure options and settings, access the browser, log out, or view network information.

**Volume:** Press to adjust the volume of the handset, headset, speaker, and ringer.

**Mute:** Press to mute a call in progress. To take a call off mute, press **Mute** again.

**Speaker:** Press to use the speakerphone. To take a call off speakerphone, lift the handset.

**Headset:** Press to use the headset if it is connected. Only HIS headset cords are compatible with your phone.

Avaya IP Office

9608/9611



Quick Reference Guide

Voicemail Pro

For Support Dial:

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VMPro Intuity Prompting

**Inside the Office at your own desk**

Press the Message button for **visual voicemail**, Dial \*17 to dial into your Voicemail box. Enter your mailbox number (extension) followed by # Enter your password, followed by the # sign

**Outside the Office**

Dial the access number: (509) 678-8877 (or call your own number and press \*7 when it answers)

Enter your mailbox number, plus # sign.

Enter your password. plus the # sign

—Default Password is: 1234 —

**MAIN MENU (once logged into voicemail):**

- Press 2 reviewing messages
  - 1 record a new message
  - 3 greetings

**RECORD GREETINGS**

- Press 3
  - 0 listen to greetings
  - 1 create, change or delete
  - 3 activate greeting

**REVIEWING MESSAGES.**

- Press 2 review-listen to messages
  - \*3 erase & play next message
  - # save and play next message

**LISTENING OPTIONS:**

- [0] Skip header
- [1] Reply/Forward—1 to Reply and 2 to Forward
- [2] Restart
- [\*2] Skip to previous
- [3] Pause/Resume
- [23] Replay header
- [5] Backup in 4 sec increments
- [6] Advance in 4 sec increments
- [\*#] Save and skip category
- [#] Save and play next
- [\*3] Erase and play next
- {\*\*8} Undelete

## PLACING CALLS

Lift the **RECEIVER** or press the **SPEAKER** or **OK** button.

Internal Number: Dial the internal extension\_number

External Number: Dial "9" followed by the number.

## ANSWERING A CALL

Phone rings, lift the **RECEIVER**, or press the **SPEAKER** or **Headset**

**ANSWERING A 2<sup>nd</sup> CALL:** (*While on another call*)

While on a call, press the **Line Appearance** for the second call, this will place the original call on hold and answers the 2<sup>nd</sup> call.

Use the **NAVIGATION** arrows to toggle between calls.



## HOLD

Press the **HOLD** softkey to place the current caller on hold.

Press the appropriate call appearance button to return to the held call or press the **RESUME** softkey when the designated call is highlighted in the screen.

If you wish to place another call while a caller is on hold: Select an available call appearance

Press **DROP** to try another number. (*if in the middle of dialing you want to start over with a new dial tone press CLEAR*). Press **DROP** when the call is completed.

You can use the **NAVIGATION** buttons to move between calls and or features or press the appropriate button associated with the call or feature.

## TRANSFERRING CALLS

This allows you to transfer a caller to another extension.

With the caller on the line, press the **TRANSFER** softkey.

Dial the extension number where the call will be transferred to.

Announce the call (*optional*).

Press the **COMPLETE** softkey to complete the transfer.

**NOTE:** To dial another number, select the **DROP** softkey, then dial the new number (*if in the middle of dialing you need to start over with a new dial tone, press CLEAR*).

Press **COMPLETE** to complete the transfer or **CANCEL** to return to the original caller.

To **Cancel** the transfer (*prior to pressing the COMPLETE softkey*), press the **CANCEL** softkey to return to the original caller.

## TRANSFER TO VOICEMAIL

With caller on the line,

Press the **TRANSFER** softkey followed by #.

Enter the extension or mailbox number

Hangup

## CONFERENCE CALLING

This function enables you to set up a conference call

**Outbound Conferencing:** With the first caller on the line, press the **CONFERENCE** softkey,

Dial the next number (*either internal or external*),

When the 2<sup>nd</sup> caller connects, press the **Conference** softkey to add the 2<sup>nd</sup> caller to the call.

Repeat these steps until all parties are added – using the **Conference** softkey each time.

**Inbound Conferencing:** With the first caller on the line, and a second call ringing into your extension, press the line appearance for the second call. To join the calls, select **CONFERENCE**; **NAVIGATE** up to original line, select **OK** or **Resume**, or press the appropriate **CALL APPEARANCE** button then press the **Conference** softkey.

**Note:** Pressing the **Conference** softkey will merge any parties that you have active or on hold.

While on a conference call internal parties can view the parties to the call by pressing the **DETAILS** key You can **MUTE** a caller or **DROP** them from the call.

## DO NOT DISTURB

When activated, all calls immediately cover to the next point of coverage (*Voicemail*).

**To Activate:** From the phone (home screen), press **Features— Call Settings— Do Not Distrurb**

**To De-activate:** Press the **Do Not Disturb** again (*while on-hook*).

## CONTACTS (Speed Dials)

The 9600 series telephones allow you to store up to 100 names and telephone numbers.

Adding a new contact:

Press **Contacts**

Press **Personal**

Press **New**

Enter the name using the dial pad – utilize the same convention as when entering in a name on your cell phone

Select the next field

Enter the telephone number – exactly as you would dial it out (remember to insert a "9" for an outside number)

Press **Save**

Editing a contact:

Press **Contacts**

Press **Personal**

Select the entry you wish to edit

Press **More**, then press **Edit**

Use the dial pad and softkeys to make changes to the contact information

Press **Save**

## HISTORY (CALL LOG)

The 9608 telephone maintains a log of calls that have been received or made from your extension and categorizes them into three categories – Missed, Incoming Answered, and Outgoing.

Use the navigation buttons to scroll through the different categories (*the History button is illuminated when you have missed calls. The top left hand corner of the display will indicate the number of missed calls.*)

Select the appropriate entry from the log to view the call details. You are then able to add the number to your Personal contacts (**+ contact**), call the number back, or delete the entry.

## HOME

You can use the **HOME** button to adjust and customize options and settings for your telephone. This allows you to set your preferences for Ring

Pattern, Screen Contrast, Screen Brightness, Redial (*single vs list*), Phone Screen Width, and Change Labels.

The Features menu gives you access to advanced telephony features that have been assigned to your telephone by your system administrator.

From your phone (*home*) screen use the ◀▶ to access the features that have been assigned to your telephone but that are not visible from your home screen.

## FORWARD UNCONDITIONAL

This allows you to forward your extension to another extension or an outside number (if your extension is enabled to do so)

**To Activate:** Press the **Features** button, Using the **Navigation** arrows select **Forward**. Select **Forward Unconditional**. Select the Type of calls to forward, and where to forward them to.

**To De-Activate:**

Press the **Features** button, Using the **Navigation** arrows select **Forward**. Select **Forward Unconditional on or off**.

## CALL PARK—if applicable

Allows you to park and hold a call that can be retrieved from any telephone in with **CALL PARK** assigned.

Calls not retrieved will recall to originator.

**To Activate:**

1. Press **CALL PARK x (x = number)**

1. Call is holding at all the phones with **CALL PARK x**

**To Retrieve:**

1. Lift handset or select Line key

2. Press **CALL PARK x** that is flashing and press soft key **Pickup**

## PHONE / EXIT



Pressing this button always returns you to your home screen.