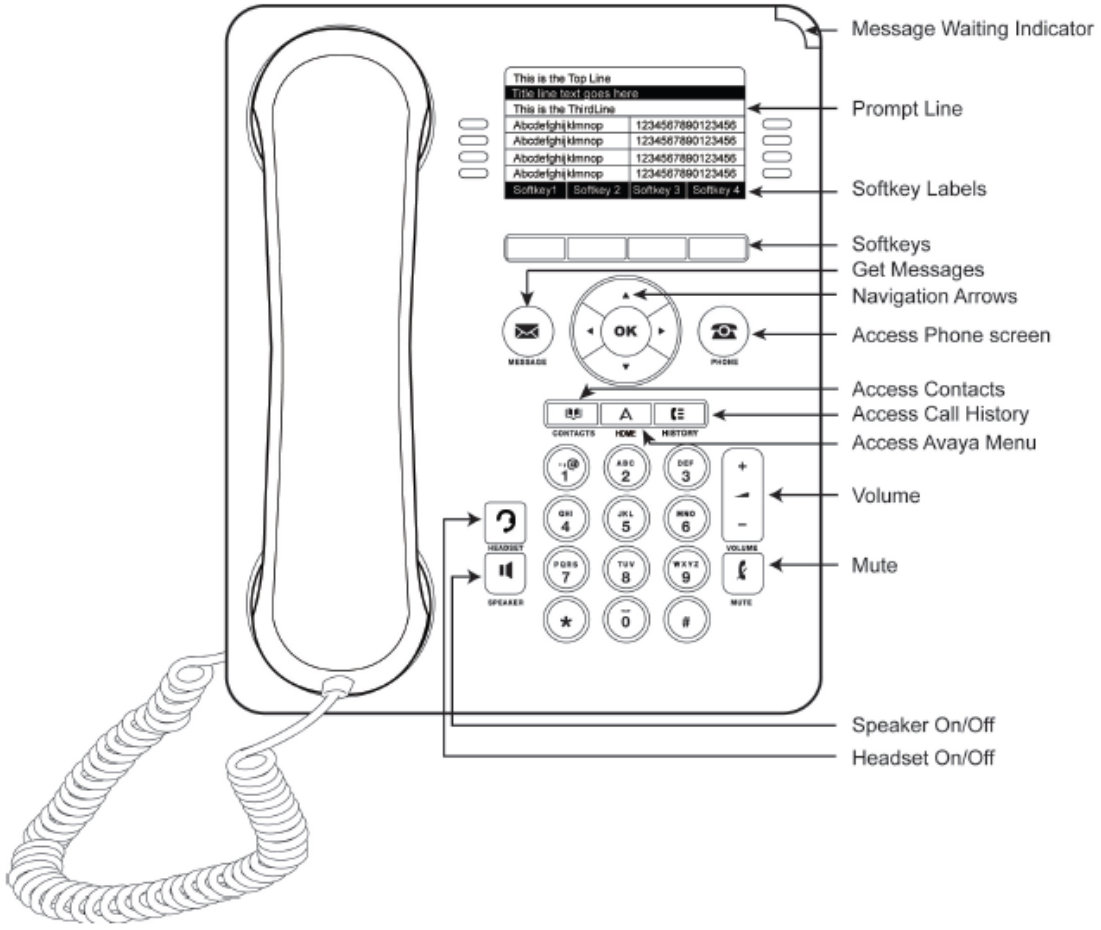
AVAYA 9608 SIP DESKPHONE INSTRUCTIONS



9608 PHONE INSTRUCTIONS

MESSAGE WAITING INDICATOR	If there are messages in your Avaya Voice Mailbox, the light on the top right corner of your telephone will be lit solid red. In addition, the Messages button will also be lit. Once you have listened to your messages, the lights will turn off.
YOUR PHONE DISPLAY	Your Phone Display Contains the Following Information • The top line of the display shows your extension number and the date and the time • 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 **HISTORY** button will also be lit. • If any of the phones "Forwarding" features are active, the forwarding icon will be displayed as well • The Prompt Line will display prompts to help you navigate through extra features on your 9608 phone • 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 • These line buttons include LED lights which will light to show when a line or feature is active • The bottom of the display screen is the softkey area. When the phone is idle, you will see a minimum of a *REDIAL* option. While on a call, the softkey features include: *Hold*, *Conf*, *Transfer* and *Drop*
NAVIGATION ARROWS and the OK BUTTON	Up and Down Navigation Arrows 1. Use the Up and Down Navigation arrows to move from one line or page to another Right and Left Navigation Arrows 1. Use the Right and Left Navigation arrows to navigate between feature menus and screens **OK** Button 1. Press the **OK** button for a shortcut to an action. For example, when you select a history entry, pressing **OK** dials the number for you
PHONE BUTTON	Using the **PHONE** Button 1. Press the **PHONE** button anytime to return to the main phone screen to view and manage your calls
MESSAGE BUTTON	To Dial the Voice Mail System 1. Press the **MESSAGE** button to connect directly to your voice mail system 2. You will need to enter your personal information to enter your mailbox
CONTACTS	Press **CONTACTS** to view the entries in your Contacts list
HISTORY	Press **HISTORY** to view the history of all your calls. If elected in your setup, you can also view all calls on your bridged extension or in your pickup group.
HOME	Press **HOME** to configure your phone's Options and Settings
HEADSET	Press **HEADSET** to use the headset if it is connected. Only use HIS headset cords with your phone
SPEAKER	Press **SPEAKER** to use the two-way speakerphone. To take a call off speakerphone, lift the handset
VOLUME BUTTON	1. Press the **VOLUME** button to adjust the volume of the handset, headset, speaker or ringer 2. They are all independent of each other
MUTE BUTTON	Preventing the Other Person on the Line From Hearing You 1. Press the **MUTE** button. The other party cannot hear you 2. The **MUTE** button lights when your call is muted 3. To reinstate two-way conversation, press the **MUTE** button again

MAKING A CALL	Make a Call With Your 9608 Phone in Any of the Following Ways 1. Lift the handset and dial the number 2. If you are using a headset, press the **HEADSET** button and dial the number 3. If you are using the speakerphone, press the **SPEAKER** button and dial the number 4. The first available line appearance line displays the off-hook icon and the background appears shaded
ANSWERING A CALL	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 first available call appearance line. To Answer an Incoming Call 1. Lift the handset 2. If you are using a headset, press the **HEADSET** button 3. To use the speakerphone, press the **SPEAKER** button To Answer a Second Incoming Call 1. Press the *Ans Hold* softkey to automatically place the first call on hold and answer the second call To Drop the First Call 1. Press the *Ans Drop* softkey to automatically drop the first call when you answer the second call
ENDING A CALL	To End a Call 1. Hang up the handset 2. If you are using a headset, press the **HEADSET** button 3. If you are using the speakerphone, press the **SPEAKER** button
REDIAL (The Redial button will display after you have made a call)	Using Redial 1. Press the *Redial* softkey 2. Press the *Call* softkey or the **OK** button
HOLD	Placing a Call on Hold 1. Press the *Hold* softkey (The green light next to the line button flashes when the call is holding and the hold icon appears on your display) Retrieving the Held Call 1. Press the *Resume* softkey to retrieve the call
TRANSFER Sends a call from your extension to another extension.	To Transfer a Call 1. During a call, press the *Transfer* softkey on the bottom of the display (The call is automatically put on hold and the second line becomes active) 2. Dial the 5-digit extension number to which you want to transfer the call 3. Press the *Complete* softkey on the bottom of the display or the **OK** button to complete the transfer (To stop the transfer and return to the caller, press the *Cancel* softkey or press the line button of the original call.)
TRANSFER TO VOICE MAIL Transfers a caller directly into another individual's voice mailbox bypassing ringing the phone.	Transfer to Voice Mail While on a call, press the *Transfer* softkey 1. Dial the voice mail access code 2. Voice Mail answers and prompts for destination extension number and # sign 3. Voice Mail now prompts for password and # sign – ignore this 4. Dial "4" and # sign 5. Press the *Transfer* or *Complete* softkey to complete the transfer 6. Hang up

CONFERENCE Your phone supports conference calls, enabling you to speak with up to 5 people in different locations on the same call.	Setting up a Conference Call 1. While on the current call, press the *Conf* softkey (The call is automatically on hold and the second line becomes active) 2. Dial the number of the next party 3. Press the *Join* softkey or the **OK** button to add the new party to the call 4. Press the *Add* and repeat these steps to add another person to the conference call if needed Using the Conference Button to Add A Held Call to An Active Call 1. While on an active call, press the *Conf* softkey or *Add* if you are already in a conference 2. Select the call on hold that you want to add to the conference 3. Press the softkey below *Resume* 4. Press the softkey below *Join* (You have successfully added two calls together) Drop the Last Person Added to the Conference Call 1. Press the *Drop* softkey. The last party connected to the conference call is dropped from the call
CALL PARK Puts a call on hold at your extension for retrieval at any extension	Parking a Call on Your Own Extension 1. Press the *Transfer* softkey 2. Dial the *Call Park* access code #70# 3. Wait for confirmation tone 4. Press the **OK** button 5. Hang up (The line button will be lit when a call is parked) Retrieving A Parked Call 1. Lift you handset or press the **Speaker** button 2. Dial the *Park Retrieve* access code #77 3. Dial the 5-digit extension number of the parked call (If you hear intercept tone, the call has been disconnected or retrieved by someone else)
SEND ALL CALLS Immediately sends all your calls to your voice mail box	Activating and Deactivating Send All Calls 1. Press the *Send All Calls* button. A checkmark will appear next to the feature and the Send Call icon will appear in the top left corner of your display screen 2. Press *Send All Calls* button again to turn this feature off
CALL FORWARDING Temporarily forwards all your calls to another extension of your choice	Activating Call Forwarding 1. Using the Navigation Arrows, locate the *Call Forward* feature 2. Press the button next to the *Call Forward* feature 3. When you hear dial tone, enter the 5-digit extension number where calls are being forwarded 4. You will then hear a confirmation tone and the button next to that feature will be lit green Canceling Call Forwarding All Calls Press the button next to the *Call Forward* feature to turn off call forwarding and extinguish the green light

CALL PICKUP Allows you to answer a call at your telephone for another extension in your pickup group	<u>To Answer a Call with a Programmed *Call Pickup* softkey</u> 1. Using the Navigation Arrows, locate the *Call Pickup* feature 2. Press the flashing green button next to *Call Pickup* to answer **NOTE:** If you do not have a Call Pickup softkey programmed on your telephone, use the following code <u>To Answer a Call from an Idle Phone</u> 1. Press one of your available/idle line buttons (you will hear dial tone) 2. Dial *7 (you will now be connected to the caller) <u>To Answer a Call from a Busy Phone</u> 1. Ask the current party to hold then press the **Hold** button 2. Press one of your available/idle line buttons (you will hear dial tone) 3. Dial *7 (you will now be connected to the caller)
DIRECTORY Allows you to look up the telephone number of another USF person	1. Locate and press the *Directory* softkey 2. Using your dial pad, begin to spell out the last name of the individual you are trying to locate 3. If the individual has a common last name, use the *Next* softkey to scroll through the list of similar names until you find the one you want 4. If you do not have a *Next* softkey, use the "1" key, then spell the person's first name 5. Press the *Make Call* softkey (if one is programmed) to dial that number or Press the **OK** button
CONTACTS The 9608 telephone allows you to store up to 250 names and up to 3 different telephone numbers per name.	<u>Adding a New Contact</u> 1. Press the **CONTACTS** button 2. Press the *New* softkey 3. Enter the first name using the dial pad a. Press the *Clear* softkey anytime you need to start over b. Pause before entering the next character if the characters are on the same key c. To enter a space, press **0** d. Press *Bksp* to delete the last character **Example:** Pressing the "2" on your dial pad 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 re-displays the letter "A," and so on. Pause before entering the next character if the characters are on the same key. 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. • Press the softkeys below *More >Abc* to change between upper and lower case letters or to enter numbers. • Press the softkey below *ABC* again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed. • Press the softkeys below *More >Symbols* to enter characters that are not on your dial pad. Select the symbol you want to use. Press the *Insert* softkey or **OK** to select the symbol.

	4. Press the down Navigation Arrows to enter the last name 5. Continue to use the down Navigation Arrow to scroll to the next field to enter the telephone number 6. When finished, press the *Save* softkey or the **OK** button <u>Searching for and Calling a Contact</u> 1. Press the **CONTACTS** button to display the Contacts screen 2. Select the contact you want to view 3. Press the *Call* softkey or **OK** button to call that person or the *Details* softkey to view all information available for that contact <u>Editing a Contact</u> 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 dial pad and softkeys to make changes to the contact information 6. Press the *Save* softkey or **OK** button <u>Deleting a Contact</u> 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.
HISTORY You can use **HISTORY** to view a list of your recent calls, or separate lists of your incoming, outgoing, or missed calls.	<u>Adding an Entry from the Call Log to your Contacts List</u> 1. Press the **HISTORY** button 2. Select the entry you want to add to your Contacts list 3. Press the **+Contacts** button 4. Edit name and telephone number, if necessary. Pressing the “2” on your dial pad 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 redisplays the letter “A,” and so on. Pause before entering the next character if the characters are on the same key 5. Press *Save* <u>Viewing History</u> 1. Press the **HISTORY** button 2. Scroll to the right or left to view separate lists of your incoming, missed, answered, or outgoing calls 3. Press *Details* **NOTE:** You can scroll quickly to the top of the list by pressing **HISTORY** again.

	Viewing Call History 1. Press the **HISTORY** button 2. Select the number you want to view 3. Press the *Details* softkey 4. Press the *Back* softkey to return to the list view Calling a Person from the Call History Log 1. Press the **HISTORY** button 2. Scroll to select the person or number you want to call 3. Press the *Call* softkey or the **OK** button Removing an Entry from the Call History Log 1. From the **HISTORY** screen, select the entry you wish to delete 2. Press the *More* softkey 3. Press the *Delete* softkey 4. Press the *Delete* softkey again to confirm, *or* press the *Cancel* softkey if you wish to retain the entry Clearing all Entries from Call History 1. From the **HISTORY** screen, select the entry you wish to delete 2. Select the list you want to delete. (All Calls list, Outgoing Calls list etc.) 3. Press the *More* softkey to locate the *Clear All* softkey 4. Press the *Clear All* softkey to delete all of the entries in the list you are viewing 5. Press the *Clear All* softkey again to confirm or the **OK** button
TURNING OFF CALL HISTORY You can turn call history on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call log.	Turning off Call History 1. Press the **HOME** button 2. Select *Options & Settings* or *Phone Settings* 3. Press *Select* or the **OK** button 4. Select *Application Settings* 5. Press *Select* or the **OK** button 6. Select the type of call logging you want to turn off. (To turn logging of bridged lines on or off, select *Log Bridged Calls* and press *Change* or the **OK** button.) 7. Press *Change* or **OK** button 8. Press *Save*

PRESS THE AVAYA HOME BUTTON TO VIEW AND CHANGE THE FOLLOWING OPTIONS

CALL SETTINGS Press the **HOME** button Press the *Select* softkey under *Options and Settings*. Next, press the *Select* softkey under *Call Settings*. To change a menu option in this section, use the Navigation Arrows to highlight the feature and press the *Change* softkey or the **OK** button to select. Press *Save* to keep your changes	Go to Phone Screen on Calling When set to "Yes," this feature will take you back to the phone screen when making a call. Go to Phone Screen on Ringing When set to "yes," this feature will take you back to the phone screen upon getting an incoming call. Go to Phone Screen on Answer When set to "Yes," this feature will take you back to the phone screen upon answering a call. Display Call Timers By setting this feature to "Yes," you can turn the call timer on for each call you receive or answer. Setting Redial Options You can set Redial to dial the last number you dialed or to display a list of the last numbers you dialed. Configuring Visual Alerts When set to "On," the Voice Mail Indicator on the top right of the phone will flash each time your phone rings. Setting the Audio Path Once highlighted, press the **OK** button to select the *Audio Path*. You can toggle between "Speaker" and "Headset." (Speaker is the default). **DO NOT set to Headset if using a wireless device or other type of headset that uses "switchhook" control.** Pair Contacts to Calls When set to "On," this feature will show the contact's name rather than the calling party name for incoming, answered, transferred, or conference calls when a calling or called party number matches the number in your Contacts list.
APPLICATION OPTIONS Press the **HOME** button. Press the *Select* softkey under *Options and Settings*. Use the Navigation Arrows to scroll to Application Settings and press the *Select* softkey.	History When set to "On," your phone will retain the History of all calls including bridged calls and calls picked up in your Call Pickup group. Log Bridged Calls When set to "Yes," you can view the history of all calls to your bridged extension. Personalize Labels – up to 13 characters 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 to edit 4. Press *Edit*

To change a menu option in this section, use the Navigation Arrows to highlight the feature.	5. Using your dial pad, edit the label. Example: Pressing the "2" on your dial pad displays the letter "A" and 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 will 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 entry process to enter the rest of the label name. 6. Press *Clear* to clear all test fields and start over. 7. Press *Save* <u>Restore Default Button Labels</u> You may revert back to the default button labels by pressing the **HOME** button, *Options and Settings*, *Application Settings*, *Restore Default Button Labels* and the *Default* softkey to confirm.
SCREEN AND SOUND OPTIONS Press the **HOME** button. Press the *Select* softkey under *Options and Settings*. Use the Navigation Arrows to scroll to Screen & Sound Options and press the *Select* softkey. To change a menu option in this section, highlight the feature and press the **OK** button that corresponds to that feature.	<u>Brightness</u> 1. 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. 2. Press *Save* <u>Contrast</u> 1. 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. 2. Press *Save* <u>Personalized Ringing</u> 1. Press the **OK** button to see a list of the available ring patterns 2. Two ring tone categories are available – Classic or Rich. Pressing the softkey below your chosen category will reveal additional patterns 3. Using the down and up navigation arrows, select from a list of 8 Classic ring patterns or 6 Rich ring patterns. 4. Press the **OK** button to hear a ring pattern again 5. Press *Save* to make it your ring pattern <u>Button Clicks</u> 1. Press *Change* or **OK** to turn the Button Click sounds "On" or "Off" 2. Press *Save* <u>Error Tones</u> 1. Press *Change* or **OK** to turn the Error Tones "On" or "Off" 2. Press *Save* <u>Phone Screen Width</u> 1. Press the <u>Change</u> softkey or the **OK** button to change the screen width from "Full" (each call appearance or feature occupies the entire width of a line) or "Half" (each call appearance or feature occupies half the width of a line, effectively splitting the screen in half) 2. Press *Save* to retain your selection

ADVANCED OPTIONS Press the **HOME** button. Press the *Select* softkey under *Options and Settings*. Use the Navigation Arrows to scroll to Advanced Options and press the *Select* softkey.	Automatic Gain Control (AGC) 1. Scroll down to the Automatic Gain Control feature 2. Press the *Change* softkey or the **OK** button to see the list of settings 3. Select the device for which you want to turn AGC On or Off 4. Press the *Change* softkey or the **OK** button 5. Press *Save*