AVAYA
IP Office 9608 Telephone
Quick Reference Guide

AVAYA 9608 IP Phone QUICK REFERENCE GUIDE

- Message Lamp/Ringing Indicator
- Missed Calls Indication
- Call Appearance Buttons/ Feature Buttons
- Soft Key Labels
- Soft Keys

Display text:
3 X   1550   1:14pm 01/19/10
Connected: 316
Extn316
Hold | Conf | Transfer | Drop
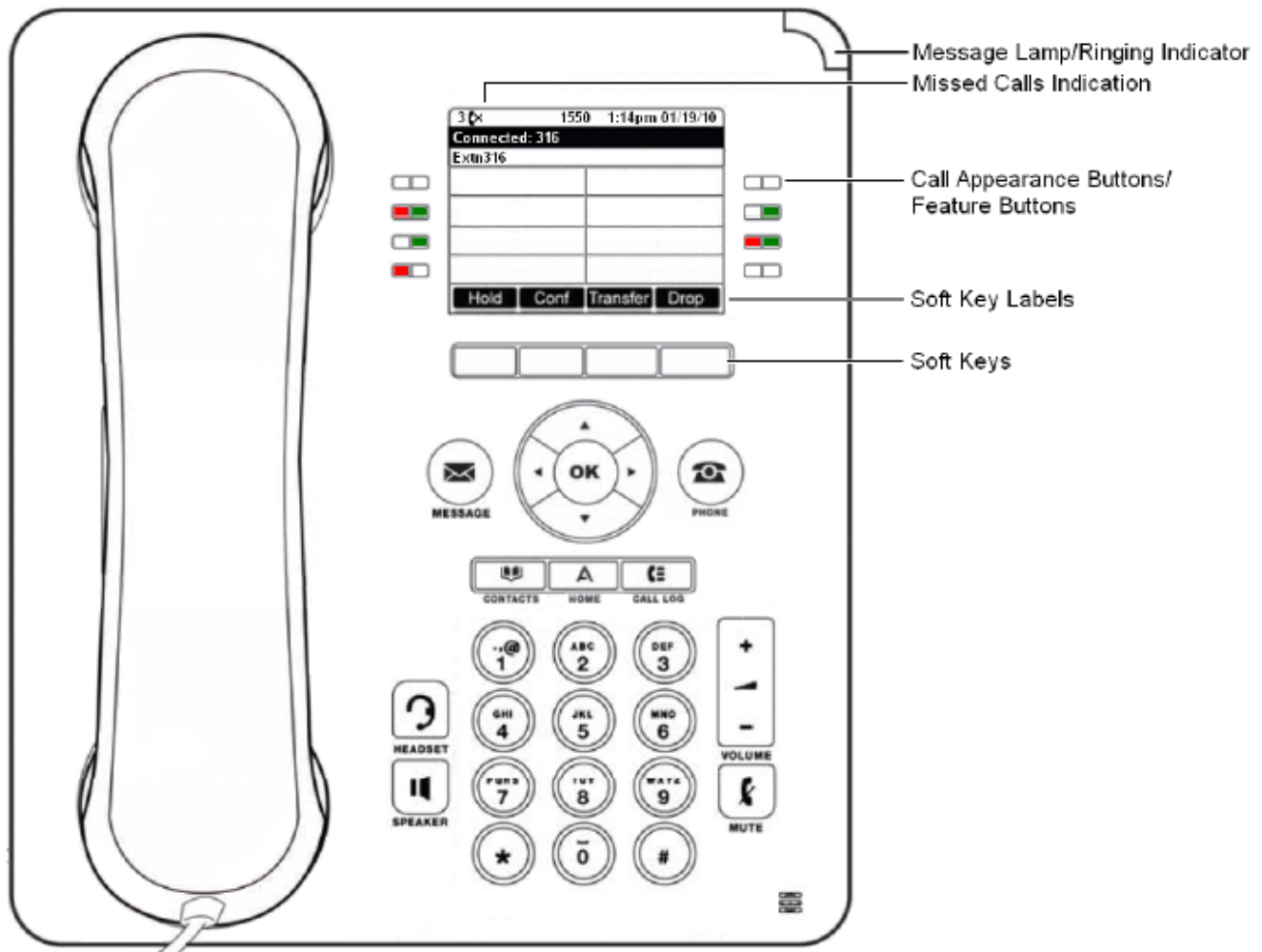
The phone supports 24 programmable call appearance/feature buttons. The labels for these are displayed in the main display and can be controlled by the adjacent buttons.

Making a Local Phone Call Dial 9 Plus the 7 Digit Telephone Number

1. Lift handset and dial or press speaker button and dial
2. Hot dial pad – dial the number and then lift handset or press speaker button

Making a Long-Distance Phone Call Dial 9 Plus 10 Digit Long-Distance Telephone Number (Requires an Authorization Code)

1. Lift handset and dial or press speaker button and dial
2. Hot dial pad – dial the number and then lift handset or press speaker button
3. When you hear a tone enter your 6-digit authorization code and #

Redial Previous Number

1. Press Redial. Use the up and down arrow keys to scroll through the 10 most recent outgoing calls.
2. Press Call or OK to call the number displayed in the call record.

Answer A Call

1. Lift handset or press speaker button. If using a headset – press the headset button
2. To end a call – hang up or use the drop button.

Adjusting the call volume

1. Press the volume key – use the + and - to adjust volume.
2. Volume is adjusted separately for handset, headset & speaker that you are currently using.

Mute

1. Press mute to block the caller from hearing you. You still hear the caller. Button is lit
2. Press mute to remove the block and begin speaking.

Hold

1. Hold is a soft key built into the display. Press the Hold Key and hang up.
2. To retrieve the call – press the line key that is flashing.
3. If you are already on a call, answering a new call automatically places the existing call on hold.

Transfer

1. Transfer is a built in soft key on your display.
2. Press Transfer. The current call is put on hold
   a. To complete a supervised transfer, press Complete after the call has been answered.
   b. To complete an unsupervised transfer, press Complete while the call is still ringing.
   c. If the transfer destination does not answer or does not want to accept the call, press Cancel.
3. **To transfer a caller directly to someone's voicemail. Press transfer, # and the mailbox number.**

Conference

    1. Press Conf. Your current call is put on hold.

    2. Dial the party that you want to add to the conference.

    3. If they answer and want to join the call, press Conf again.

    4. If they do not want to join or do not answer, press Drop and then press the appearance key of the held call.

    While in a conference, press the Details key. Scroll through the list of callers in the conference and:

1. To drop a caller from the conference, highlight them and press Drop.
2. To mute a caller, highlight them and press Mute. Repeat this to unmute them.
3. To return to the call display, press back.

Parking A Call Within Your Department

Parking a call is like holding a call. However, parked calls can be retrieved by other users in your department. Your department park slot numbers will be listed on your phone.

1. While on your call press an idle park button. The green light adjacent to the Park button will become lit.
2. To reclaim the call, just press the same Park button again. Pressing the button also shows the parked call details.

Retrieving a Department Parked Call from A Phone That Is Not in Your Department

You can park a call on a phone within your department and go to a phone outside your department to retrieve it if you know the park zone the original call was parked on. (This is listed next to the park key of the phone you parked the call on)

1. Press an available line key on the phone you wish to pull the parked call to.
2. Dial Call Park Retrieve Code ***AND THE PARK ZONE (example *6001)** you parked the call on.

Do Not Disturb

In 'do not disturb' mode, your callers are redirected to voicemail (if available) or
otherwise hear busy tone.

1. Press DND to forward all calls directly to voicemail.
2. Press DND to cancel – light goes out

Forward All

1. Press Features. Use the up and down keys to highlight Forward. Press Select.
2. Use the up and down keys to highlight Follow me to. Press Select and dial the number of the extension you are forwarding to.

Mobile Twinning –

From Your Desk

1. To activate Mobile Twinning from your extension, press the Twinning button.
2. Turn the Twinning feature on.
3. Press Save

To change the destination phone number, you want to Twin to your extension

1. Press the Twinning button
2. Arrow down to Destination
3. Press Edit
4. Enter telephone number (including 9). To backspace, press the soft key under <<<
5. Press Select

Offsite

When offsite you can call the following telephone numbers to Turn on and Turn off your mobile twinning feature. You will hear a confirmation tone that you have enabled or disabled the feature.

You must call from the telephone number you are currently twinned to.

1. Dial 816-383-7960 to turn your Mobile Twinning on.
2. Dial 816-383-7961 to turn your Mobile Twinning off.

You will not be able to change the telephone number you are twinned to while offsite. You must do this from your desk following the directions above.

Adding Contacts - 100

1. Press the CONTACTS key. Use the left and right arrow keys to select your personal directory.
2. To add a contact, press New. To edit a contact, highlight the contact and press Edit.
3. Use the up and down arrow keys to switch between number and name entry.
4. After you enter the required name and number, press Save.

Calling a Contact

1. Press the CONTACTS key. The console displays the directory menu.
2. Use the left and right arrow keys to select the type of directory entries you want; External, Users, Groups, Personal and All.
3. Use the up and down arrow keys to scroll through the list or to dial the name you want to find to display matching entries. To return to the full list, press Clear.
4. To view details of highlighted name, press details. To return to Directory, press List.
5. When required entry is highlighted, press Call or press the button next to the name.

Message Button

1. The MESSAGE button indicates new messages in the voicemail mailbox. The button remains lit until you play each new message.

Call History

1. Press CALL HISTORY button. Use the left and right arrow keys to select the call types: All, Missed, Answered or Outgoing.
2. Use the up and down arrow keys to scroll through the records.
3. Press Details and then press + Contact (shows in display)
4. Use the up and down arrow keys to switch between the name and number details for the new contact.
5. When the name and number are set as required, press Save.

How to Program a Busy Lamp Field (BLF) or System Speed on A Blank Feature Button

From IP Phone

1. Press the *Features* soft key
2. Using the round navigator button scroll down to ***Phone User*** on your display then press the S*elec*t soft key.
3. Using the round navigator button scroll down to ***Self Administrator*** on your display then press the S*elec*t   soft key
4. Enter the password - **27238**
5. Press the soft key **Done**
6. Using the round navigation button press the down arrow until you come to a blank button.
7. Press the soft key **replace**
8. Using the round **navigation** button press the down arrow until you come to ***User BLF*** or **abbreviated dial**.
9. Press the soft key **select**
10. Enter an Extension Number for a Busy Lamp Field or the telephone number for a speed dial. (Include outside access code 9 for speed dials)
11. Press the soft key **save**
12. To program next button go back to step 6.

From an IP phone with a Button Add on Module

1. Press the button on the button module that looks like a pencil
2. Enter the password - **27238**
3. Press the soft key **Done**
4. Press the feature key you wish to program or using the round navigation button press the right arrow to get to buttons 25-48.
5. Press the soft key **replace**
6. Using the round **navigation** button press the down arrow until you come to ***User BLF*** or **abbreviated dial**.
7. Press the soft key **select**
8. Enter an Extension Number for a Busy Lamp Field or the telephone number for a speed dial. (Include outside access code 9 for speed dials)
9. Press soft key **save**
10. To program next button go back to step 6.

Changing Ring Sound

1. Press the **MENU/HOME** button and select **Settings**.
2. Use the up and down arrow keys to highlight Options & Settings. Press Select.
3. Use the up and down arrow keys to highlight **Screen & Sound Options**. Press **Select**.
4. Use the up and down arrow keys to highlight **Personalized Ringing**. Press **Select**.
   - Press **Rich** or **Classic** to alternate between rich and classic ring tone options.
   - Use the up and down arrow keys to scroll through the different available ring tones.
   - Clicking on a ring tone will play that ring tone through the phone's speaker.
   - Press the **Play** soft key to listen to the currently displayed ring tone.
   - Press **Other** to hear a different version of the ring tone.
   - To make the currently selected ring tone the ring tone for the phone, press the **Save** soft key.
   - To leave the menu without making any changes press the **Cancel** soft key.
5. Press **Back** / **Exit** to exit the menus.