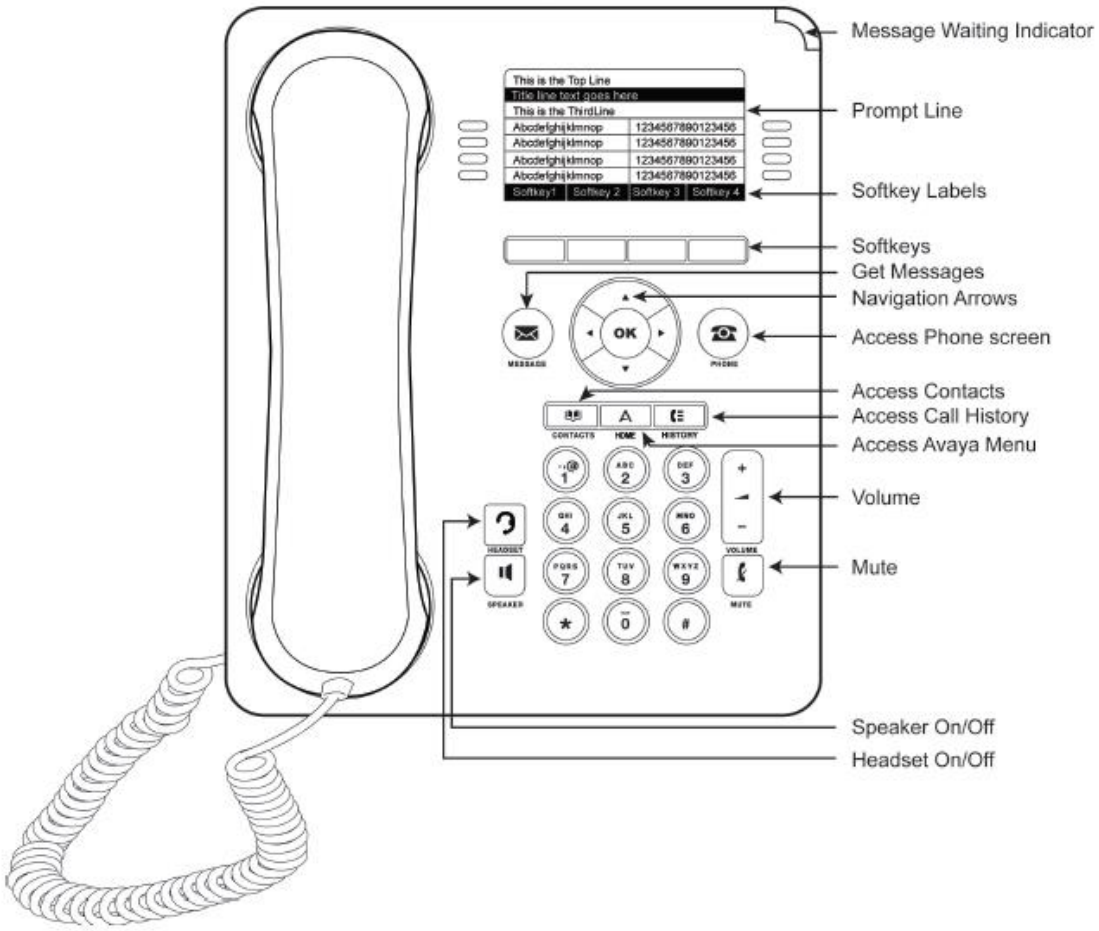
AVAYA 9608 & 9611G IP DESKPHONE INSTRUCTIONS



INFORMATION TECHNOLOGY
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9608 & 9611G IP PHONE OVERVIEW	
MESSAGE WAITING INDICATOR	If there are new messages in your Voice Mailbox, the light on the top right corner of your telephone will be lit solid red. In addition, the Message button will also be lit. The lights will turn off once you have listened to your new messages.
PHONE DISPLAY	The display contains the following information: • The top line shows your extension number as well as the date and the time. • If you have missed calls, the left hand side of the top line will display the missed call icon and the number of calls you have missed. Your **HISTORY** button will also be lit. • The Prompt Line will display prompts to help you navigate through extra features on your telephone. • The Line button area alternates between the extension lines you use to place and receive calls and the features that are programmed on your telephone. • The line buttons include LED lights which will show a green light 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 at minimum a *Redial* option. While on a call, the softkey features will include: *Hold*, *Conf*, *Transfer,* and *End Call*
NAVIGATION ARROWS and the OK BUTTON	Up and Down Navigation Arrows: Use the Up and Down Navigation arrows to move from one line or page to another. Right and Left Navigation Arrows: Use the Right and Left Navigation arrows to navigate between feature menus and screens. **OK** Button: Press the **OK** button for a shortcut to an action. For example, when you select a history entry, **OK** will dial the number for you.
PHONE BUTTON	Use the **Phone** button to navigate back to the main phone screen. This may have been referred to as the Exit or Phone/Exit button on your previous phone.
MESSAGE BUTTON	Press the **MESSAGE** button to connect directly to the voice mail system. You will be prompted to enter your security code to access your mailbox.
CONTACTS	Press **CONTACTS** to view the entries in your Contacts list.
HISTORY	Press **HISTORY** to view the log of all your calls.
HOME	Press **HOME** to configure your phone's Options and Settings.
HEADSET	Press **HEADSET** to use the headset, if one is connected (only HIS headset cords are compatible with the 9608 and 9611G phones).
SPEAKER	Press **SPEAKER** to use the two-way speakerphone. To take a call off speakerphone, lift the handset.
VOLUME BUTTON	Press the **VOLUME** button to adjust the volume of the handset, headset, speaker, or ringer.
MUTE BUTTON	Press the **MUTE** button so the other party cannot hear you. The **MUTE** button will be lit when your call is muted. To reinstate two-way conversation, press the **MUTE** button again. The light will clear.

USING YOUR PHONE

LOG IN	Your phone must be logged in with a valid extension in order to receive calls. If the phone is not logged in, you will see a prompt to "Enter Username" on the display. 1. Enter your 5-digit extension as the Username, and then press the 'OK' button. 2. The cursor will then move into the "Password" field. Enter the password and then press the 'OK' button. If you need to retrieve the password, contact the UW Technology Service Center at help@uw.edu or 206.221.5000. Note, this password is not the same as the security code used to access your voice mailbox.
PLACING A CALL	Place a call in any of the following ways: A. Lift the handset and dial the number B. If you are using a headset, press the **HEADSET** button and dial the number C. If you are using the speakerphone, press the **SPEAKER** button and dial the number
ANSWERING A CALL	When an incoming call rings to your extension, the Bell icon will appear on the top line of your display. The call information will display on the ringing line appearance. To Answer an Incoming Call: A. Lift the handset B. If you are using a headset, press the **HEADSET** button C. To use the speakerphone, press the **SPEAKER** button To Answer an Additional Incoming Call: Press the *Ans Hold* softkey to automatically place the current call on hold when you answer the new call. Alternatively, press *Ans Drop* to automatically drop the current call when you answer the new call.
ENDING A CALL	To End a Call A. Hang up the handset B. If you are using a headset, press the **HEADSET** button C. If you are using the speakerphone, press the **SPEAKER** button
REDIAL (The Redial button will display after you have made a call)	Using Redial Press the *Redial* softkey to call the last dialed number

HOLD	Placing a Call on Hold 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 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 next available line becomes active) 2. Dial the 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 appearance holding the original call.)
CONFERENCE The Conference feature allows you to conference you and up to five other parties on a call.	Setting up a Conference Call 1. While on the current call, press the *Conf* softkey (The call is automatically on hold and the next available line becomes active.) 2. Dial the number of the next party 3. Once the next party answers, 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 include additional parties on the conference call as needed (max. of six parties) 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 *Join* (You have successfully added two calls together) Drop the Last Person Added to the Conference Call Press the *Drop* softkey. The last party connected to the conference call is dropped from the call
CALL FORWARDING Forward all of your calls to another number	Activate Call Forwarding 1. Dial [*][7][2] 2. When you hear dial tone, enter the 5-digit extension number where calls should be forwarded to. To forward to an off-campus number within the Greater Seattle Area, dial 9 + area code + 7-digit number Cancel Call Forwarding Dial [*][7][3] *To have a Call Forward button programmed on your phone, contact the UW Technology Service Center at help@uw.edu*
SEND ALL CALLS Immediately sends all your calls to your voice mail box	Activating and Deactivating Send All Calls 1. Press the *Send All* button. A checkmark will appear next to the feature and the Send Calls icon will appear in the top left corner of your display 2. Press *Send All* button again to turn this feature off

CONTACTS

The telephone allows you to store up to 250 names and up to 6 different telephone numbers per name.

Adding a New Contact

1. Press the **CONTACTS** button
2. Press the *New* softkey
3. Use the down Navigation Arrows to scroll through the appropriate fields
4. Use your dial pad to enter alpha-numeric text within each field
5. When finished, press the *Save* softkey or the **OK** button

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 softkeys below *More >Symbols* to enter characters that are not on your dial pad

Searching for and Calling a Contact

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 that contact

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 dial pad and softkeys to make changes to the contact information
6. Press the *Save* softkey or **OK** button

Deleting a Contact

1. Press the **CONTACTS** button
2. Select the contact entry you wish to delete
3. Press the *Delete* softkey
4. Press *Delete* again or the **OK** button to confirm; press *Cancel* to retain the entry

HISTORY

You can use **HISTORY** to view a list of your recent calls, or separate lists of your incoming, outgoing, or missed calls.

Adding an Entry from the Call Log to your Contacts List

1. Press the **HISTORY** button
2. Select the entry you want to add to your Contacts list
3. Press the **+Contact** button
4. Using your dial pad, edit the name and other preferences as needed
5. Press *Save*

Viewing Call History

1. Press the **HISTORY** button
2. Scroll to the right or left to view separate lists of All Calls, Missed, Answered, and Outgoing calls
3. Press *Details* to view the selected call's information
4. Press the *Back* softkey to return to the list view

TIP: You can scroll quickly to the top of the list by pressing **HISTORY** again.

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 *Delete* again or the **OK** button to confirm; press *No* 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 *Yes* or the **OK** button to confirm; press *No* to retain the entry

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 (e.g., turn logging off all call history or the logging of bridged lines) 7. Press *Change* or **OK** button 8. Press *Save*
EXTENSION TO CELLULAR (EC500) Configuring simultaneous ringing for multiple telephones	The EC500 feature allows you to have incoming calls to your desk phone ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator. 1. From the Phone screen, scroll right to access the Features menu 2. Select EC500 3. Press OK to turn simultaneous ringing on or off

PRESS THE HOME BUTTON TO VIEW AND CHANGE COMMON OPTIONS & SETTINGS

CALL SETTINGS Press the **HOME** button. Press the *Select* softkey under *Options and Settings*. Next, press the *Select* softkey under *Call Settings*. 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 or on Ringing Set this feature to take you back to the main phone screen when placing, receiving, or answering an incoming call. Display Call Timers By setting this feature to "Yes," you can turn the call timer on for each call you receive or answer. Redial Set *Redial* to dial the last number you dialed or to display a list of the last numbers you dialed. Visual Alerting When set to "On," the Voice Mail Indicator on the top right of the phone will flash each time your phone rings.
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. To change a menu option, use the Navigation Arrows to highlight the feature.	History When set to "On," your phone will retain the History of all calls including bridged call appearances. Log Bridged Calls When set to "Yes," you can view the history of all calls to your bridged extension. Personalize Button 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* 5. Using your dial pad, edit the label. 6. Press *Clear* to clear all fields and start over. 7. Press *Save* Restore Default Button Labels You may revert back to the system 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. Scroll to highlight the appropriate feature and press the *Change* softkey or the **OK** button to select.	Brightness 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* Contrast 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* Personalized Ringing 1. Press the *Change* softkey to view 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 select the ring pattern Button Clicks 1. Press *Change* or **OK** to turn the Button Click sounds “On” or “Off” 2. Press *Save* Error Tones 1. Press *Change* or **OK** to turn the Error Tones “On” or “Off” 2. Press *Save* Phone Screen Width 1. Press the *Change* 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, displaying more call appearances or features per screen) 2. Press *Save*