AVAYA MINI-GUIDE

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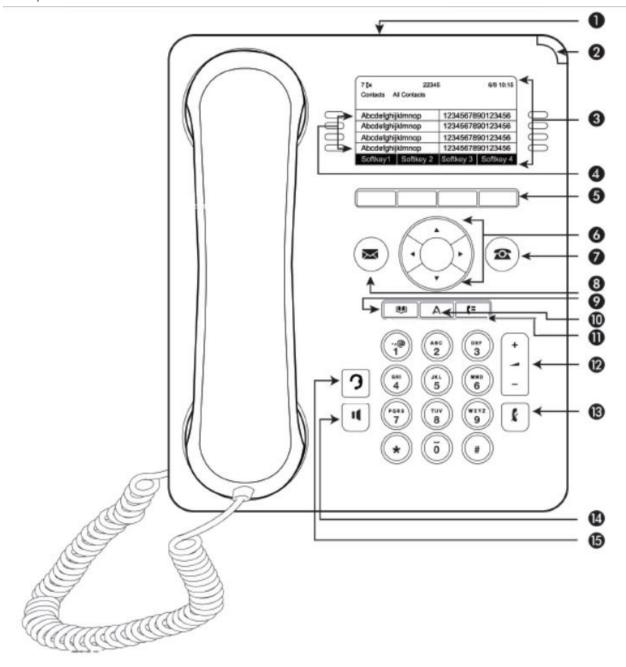
Avaya Phone at a Glance

Figure 1: 9608/9608G and 9611 deskphones button layout

* Referenced from https://downloads.avaya.com/css/P8/documents/100176054

No.	Name	Description
1	USB port	
2	Message waiting indicator	An illuminated red light in the upper-right corner of your phone indicates that you have voice mail. If Visual Alerting is enabled, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the Message button is also illuminated when you have voice mail.
3	Phone display	The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view alternate screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your system is administered.
4	Features and call appearance 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. In case of an incoming call, the green LED blinks. While the phone is off hook, both the red and the green LED glow. Lines also indicate if a feature or system number is enabled or disabled in the Feature or System Numbers view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.
5	Softkeys	Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen being displayed.
6	OK and navigation arrows	The **OK** button performs the action of the highlighted option of a menu. Use the right and left navigation arrows to navigate from one screen to another, or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another. However, if you are using the half-width mode, the up and down navigation arrows move one screen at a time, instead of one line at a time.
7	Phone	Press **Phone** to view the Phone screen. During a call, you can gain access to the following options from the Phone screen: • Hold • Conference • Transfer • Drop call

8	Message	Press **Message** to connect directly to your voice mail system. This button is illuminated when you have voice mail messages waiting
9	Contacts	Press **Contacts** to view the entries in your contact list
10	Home	Press **Home** to gain access to the Avaya Menu to configure options and settings, access the browser and or any applications available to you, log out, or view network information
11	History	Press **History** 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 shows the Missed Call icon and the number of calls that you have missed
12	Volume	While on an active call, press + or - on the Volume button to adjust the volume of your handset, headset, or speaker. While you are not on an active call, pressing these buttons adjusts the ringer volume
13	Mute	Press the **Mute** button to mute a call in progress. To take a call off mute, press Mute again
14	Speaker	Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the Headset button
15	Headset	Press the **Headset** button to use the headset if connected

How to Set up Voicemail Password for the First time

1. Press the **Message** button.
2. Enter the default password, then press **OK**.
3. On successful entry of the default password, you will be prompted to enter a new passcode. Enter a 4 to 6-digit passcode, then press the **Save** softkey.

How to Change Your Voicemail Password

1. Press the **Message** button.
2. Enter your current password, then press **OK**.
3. On successful entry of the current password, use the arrow keys to select **Passcode**, then press **OK**. Enter your current passcode, then press **OK**.
4. Enter a new 4 to 6 digit passcode, then press **OK** or the **Save** softkey.
5. When your screen returns to the Visual Voice screen display, press the **Exit** softkey.

How to Set up Voicemail Greeting

1. Press the **Message** button.
2. Enter your voicemail password, then press **OK**.
3. Using the arrow keys, select **Greeting**, then press **OK**.
4. Press the **Record** softkey.
5. Start your voicemail greeting.
6. When done, press the **Stop** softkey.

To check your recorded greeting, press the **Listen** softkey.

7. When you are satisfied with your recorded greeting, click on the **Submit** softkey.

Listening to New Messages

1. Press the **Message** button.
2. Enter your voicemail password, then press **OK**.
3. Select **Listen**, then press **OK**.
4. Select **New**.
5. If there are multiple messages, use the arrow keys to choose the first message to listen to, then press the **Play** softkey.
6. To delete the message, press the **More** softkey, then press the **Delete** softkey.

Forwarding Voicemail to Email

1. Press the **Message** button.
2. Enter your voicemail password, then press the **Done** softkey.
3. Using the arrow keys, choose **Email**, then using the right side buttons on your phone display, press the key matching up to Email, and choose between **Copy**, **Forward**, **Alert**, or **Off**.
4. Press the **Exit** softkey.

Note: **Copy** – a copy of the voicemail will be sent as a sound file to your Concordia email address, together with a voicemail accessible on your desk phone

Forward – the voicemail is automatically sent as an emailed sound file to your Concordia email address; no copy is kept on your desk phone

Alert – an email alert is sent to your Concordia email address that you have voicemail

Off – email forwarding is turned off

Accessing Voice Mail from Outside Concordia

1. Dial 780.479.9399
2. At the prompt, enter your extension number, followed by the # key.
3. At the next prompt, enter your passcode, followed by the # key.

Transferring calls

1. While on a call, press the **Transfer** softkey.
2. Enter the extension you are transferring the call to.
3. (optional) When the other party picks up their phone, you can relay the information that you are transferring a call.
4. Press the **Complete** softkey.

Forwarding Calls

Option 1: Setting up a new number to forward

1. Press the **Features** softkey.
2. Choose **Forward**, then press **OK**.
3. Use the arrow keys to select **Forward Unconditional**, then press **OK**.
4. Using the arrow keys, select **Fwd Unconditional**, then press the **On** softkey.
5. Type-in the extension number you want your calls forwarded to. A matching name will display corresponding to the extension you typed-in. Press **OK**.
6. Press the **Save** softkey.

Option 2: Using previously set up number

1. On the left-hand side of your phone display, press the button matching up to **Call Forward**.

Cancelling Forwarding

1. Press the **Status** softkey.
2. Press the **Off** softkey.

Viewing Call History

1. Press the **History** button.
2. Use the arrow keys to scroll through the list.
   Press the **Call** softkey to call back the listed number.
   Press the **Delete** softkey to delete the number from the list.
   Press the **More** softkey to display more options.
   Press **DelAll** softkey to delete all the entries.
   Press **+Contact** to add the number to your Contacts list.

Using the Directory

1. Press the **Contacts** button.
2. Using the arrow keys, scroll through the list to find an entry, or press the beginning letter of the contact's name.
   Press the **Call** softkey to call the selected number.
   Press the **New** softkey to enter a new entry, then provide the details of the new contact and press the **Save** softkey.