Avaya 9608/9611G
Quick Reference Guide
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<th>Name</th>
<th>Description</th>
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<tr>
<td>Prompt Line</td>
<td>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.</td>
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<tr>
<td>Call Appearances</td>
<td>The number of lines available to make or receive calls (call appearances) depend on how your system is administered. Press the line button to initiate or answer a call.</td>
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<td>Lines</td>
<td>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.</td>
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<tr>
<td>Softkeys</td>
<td>Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces.</td>
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<td>Message</td>
<td>Press the Message button to connect directly to your voicemail system.</td>
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<td>Navigation Arrows</td>
<td>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.</td>
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<tr>
<td>Phone</td>
<td>Press Phone to view and manage your calls.</td>
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<td>Contacts</td>
<td>Press Contacts to view the entries in your Contacts list.</td>
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<td>History</td>
<td>Press History to view the history of your outgoing, incoming, and missed calls.</td>
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<tr>
<td>Home</td>
<td>Press Home to configure options and settings, access the browser, log out, or view network information.</td>
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<td>Volume</td>
<td>Press Volume to adjust the volume of the handset, headset, speaker, and ringer.</td>
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<tr>
<td>Headset</td>
<td>Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.</td>
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<tr>
<td>Mute</td>
<td>Press Mute to mute a call in progress. To take a call off mute, press Mute again.</td>
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<tr>
<td>Speaker</td>
<td>Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset.</td>
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Scrolling and navigation
A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.

The softkey labels will change according to the options available for the selected line. The OK button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the OK button places a call to that person.

Avaya Menu
You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Home button, you see one of the following menus, depending on how your administrator has set up your system and on the applications available to you:
Options & Settings or Phone Settings, if your menu is customized, lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more. See Options & Settings for more information.

Answering and making a call
Answering a call
Answer an incoming call in one of the following ways:
• If you are not on another call, lift the handset, or press Speaker to answer using the speakerphone, or press Headset to answer using the headset.
• If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press Answer or OK. If you are on another call and the telephone does automatically display the incoming call, you can press Ans Hold to automatically put the first call on Hold when you answer the new call. Alternately, you can press Ans Drop to automatically drop the first call when you answer the new call.
Making a call
1. Lift the handset, or press Speaker or Headset (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Making a call using edit dialing
Edit dialing works just like making a call on your cell phone - just start entering the number without hearing a dial tone. Using the Bksp softkey, you can backspace to "edit" the number before actually dialing it.

Putting a call on hold
1. Press Phone to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press Hold.
4. Press Resume or the line button of the held call to retrieve the call.

Transferring a call
1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press Transfer.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press Complete or OK.

Conference calls
Setting up a conference call
1. From the Phone screen, select your active call.
2. Press Conf.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. When the person answers, press Join or OK to add the person to the existing call.
5. Press Add and repeat these steps to add another person to the conference call.
6. Press Drop at any time to drop the last person added to the conference call.
Adding a person on hold to a conference call
1. From the Phone screen, select your active call.
2. Press Conf, or Add if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press Resume to take the call off hold.
5. Press Join to add the person to the conference call.

Dropping a person from a conference call
1. From the Phone screen, select your active call.
2. Press Details.
3. Select the person you want to drop.
4. Press Drop.

Adding a new contact
1. Press Contacts.
2. Press New if this is your first contact list entry, or press More then New if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the telephone number and press Primary if applicable.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7.
9. Press Save or OK.

Editing a contact
1. Press Contacts.
2. Search for and select the contact you want to edit.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press Save or OK.

Call History
Calling a person from call history
1. Press the History button.
2. Scroll to the left or right to view a separate list of all, un-answered, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the Call softkey or the OK button.

Adding an entry from the call history to your contacts list
1. Press History.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. Edit the name and telephone number, if necessary.
5. Press Save.

Additional Options
About Features
Your administrator may also place selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu
1. From the Phone screen, scroll right to access the Features menu.
2. Scroll down to see the features that have been administered for your extension.

Send All Calls
1. From the Phone screen, scroll right to access the Features menu.
2. Select SendAllCalls.
3. Press Select or OK to turn Send All Calls on or off.

Contacts
Searching for a contact
1. Press Contacts.
2. Using the dialpad, start typing the name for which you want to search.
3. Press Call to call the person or press More then Edit to edit contact information.

Calling a person from the contacts list
1. Press the Contacts button.
2. Select the person or primary number you want to call.
3. Locate the contact you want by starting to type the person's name as it is listed.
4. Press Call or OK.

For more information Contact MSU Telecommunication Systems at 353-5515 or visit us at www.telecom.msu.edu