

**Setting up a conference call**– You may have up to 5 people on a conference call.

- From the Phone screen, select your active call if not already on that line.
- Press **Conf**.
- Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
- When the person answers, press **Join** or **OK** to add the person to the existing call.
- Press **Add** and repeat these steps to add another person to the conference call.

**Adding a person on hold to a conference call**

- From the Phone screen, select your active call.
- Press “**Conf**”, you will get dial tone
- Select the call on hold that you want to add to the conference.
- Press “**Join**” to add the person to the conference call.

**Dropping a person from a conference call**

- From the Phone screen, select your active call.
- Press **Details**.
- Select the person you want to drop.
- Press **Drop**.
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**Note:** To drop the last person you added onto the call, Press the “Drop” Button

**Adding Contacts**

- Press **Contacts**.
- Press **New** if this is your first contact list entry, or press **More** then **New** if you already have entries in your contact list.
- Enter the name using the dial pad.
- Select the next field. Enter the number. (9 + 10 digits for external numbers) 5 digits for internal numbers.
- Select the next field.
- Select the type of number entered (general, work, mobile, home).
- If you have another number for this contact, select the next field and repeat from step 5. You can add up to two additional numbers for this contact.
- Press **Save** or **OK**.

Refer to the User Guide for adding contacts from your Call History Button.

**Calling a person from the contacts list**

You can call a contact in your contacts list by using the arrows to highlight the name.

- Press the **Contacts** button.
- Select the person or primary number you want to call.
- To call a non-primary number, select the person, press **Details**, then select the desired number.
- Locate the contact you want to call by typing the name of the person as listed.

**Navigation tips**

A navigation icon ◀▶ appears in the telephone 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.

**Home Button**

The “**Home**” button will bring you to the Avaya Menu Screen. Here you can adjust and customize options and settings for your telephone .

When you press the “**Home**” button, you see the following menus:

- **Options & Settings**
- **Network Information**
- **Guest Login**
- **Log Out**
- **About Avaya one-X**

**Features Menu**

The Features menu, allows you to program speed dial keys, search the directory and use Conference. For more information about what features are available contact the help desk.

**Accessing the Features menu**

- From the Phone screen, use the navigation button and scroll to the right side to access the **Features** menu. For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on and the light is green
- To return to the main Phone screen, press **Phone** or scroll to the left.

For information on programming speed dials refer to the User Guide of your phone.



**Avaya Model 9608/9611G  
IP Desk Phone  
Quick Reference Guide**

**Extension Number:**

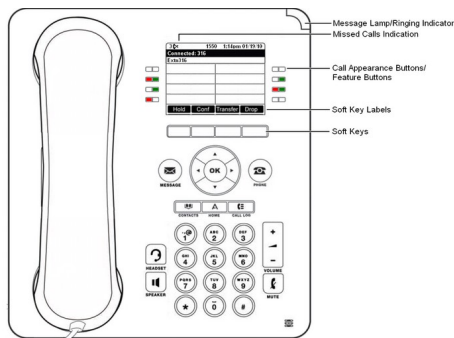
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**Employee ID:**

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For assistance contact the UMW Help Desk at 68643 to have a ticket opened for a Telecommunications staff member to contact you.

## Basic Phone Layout



The **"Phone"** button will bring you to the Main Screen that shows your line and others you may have programmed on your phone.

The **"Home"** button will bring up programming options for you to customize your phone.

The **"Contacts"** button allows you store names and phone numbers for easy dialing.

The **"History"** button allows you to see missed, outgoing and answered calls. You can dial back, delete or save to contacts

The **"Message"** button will light up when you have a voice mail message with SMS. You can also press to dial into the voice mail system.

The **"OK"** button has multiple functions. It gives dial tone, answers calls and completes functions. The **"Arrow"** buttons move you to various screens in the display.

The Main Phone Screen will always show your phone number and any other lines you have programmed on your phone to answer or show if someone is on another line. All other programming such as speed dials and directory will be on the feature screens.

There are **4 soft keys** below the display screen. Options will change depending on the status of your phone.

**You must Logon to your phone using your Extension and Employee ID Number. You will only need to do this once. See the General Information Guide for Guest Login information.**

## Answering a call

You can take, 2 calls to your phone number at one time. The 3rd line is used for outgoing calls or transferring a call. The ringing line will flash green, next to the solid red light.

### If you are not on another call:

- Lift the handset, or press **Speaker, Answer** or **OK** to answer the call. Answer and OK will default to the speakerphone. If you are using a **Headset**, press the **headset button**.

### If you are on another call:

- You can press **"Answer Hold"** to automatically put the first call on Hold when you answer or just **Press the ringing line**.
- Alternately, you can press **"Answer Drop"** to automatically drop the first call when you answer the new call.

**NOTE: You can toggle between calls by pressing the line button for each call.**

## Placing a call on Hold

If you are not at the Main Phone Screen, Press the **"Phone"** button to display it.

- If you are active on the line you want to put on hold, Press **"Hold"**

To go back to the same call, Press **"Resume"** or the line button of the held call to retrieve the call.

- If you are **not** active on the line you want to put on hold, select that line. Press **"Hold"**

## Making a Call:

Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.

Dial the number you want to call.

- Outside Calls: 9+ 10 digit number
- Internal Calls: 5 digits (example 6-XXXX, 5-XXXX)
- International Calls: 9+011+country code + city code if applicable

Note: Calling international requires approval. Some phones are restricted to internal and local calling. Manager approval is required to open up calling area.

## Transfer a Call

- 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.
- Press **Transfer**.
- Dial the telephone number, or call the person from the **Contacts** list, or call the person from the **History** list.
- You can hang up now if you do not want to announce the call.
- For a supervised Transfer, wait until the person you are transferring to answers, announce the call and press **Complete** or **OK Button**.

## Send All Calls

- Press **"SendAll"** button, to send all calls to your pre-set diversion point. In most cases this will be voice mail. A check mark will appear next to the **"SendAll"** and an icon will appear in the upper left of the screen as well.
- Press **"SendAll"** to resume taking calls.

## Call Forward

This allows you to call forward your number to any internal or external number.

- From the Phone screen, scroll right to access the Features menu.
- Select **"Call Forward"** to activate. When you hear dial tone, enter the number you are forwarding to. After you enter the forwarding number, you hear a confirmation tone. An icon appears on the upper left corner of the screen indicating **Calls Forward** is activated.

**Note:** for external numbers, you need to put in the (9) prior to the 10 digit number.

## Remove Call Forwarding

- From the Phone screen, scroll right to access the Features menu.
- Make sure **Call Forward** is shaded in Yellow, Press **the button next to Call Forward**, the icon in the upper left should disappear, then Press **Exit**.

**Forwarding is removed**