QUICK START GUIDE FOR

Avaya one-X™ Deskphone 9608/9611G
TABLE OF ICONS:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗</td>
<td>Missed call; a call was not answered or was forwarded to voice mail.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming call is alerting.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is active.</td>
</tr>
<tr>
<td>📞</td>
<td>Call is on hold.</td>
</tr>
<tr>
<td>🎤</td>
<td>Conference is active.</td>
</tr>
<tr>
<td>🎤</td>
<td>Conference is on hold.</td>
</tr>
<tr>
<td>🔁</td>
<td>Use the Right or Left navigation arrow to see additional pages/screens/options.</td>
</tr>
<tr>
<td>←</td>
<td>Scroll left for other options.</td>
</tr>
<tr>
<td>→</td>
<td>Scroll right for other options.</td>
</tr>
<tr>
<td>↑</td>
<td>Scroll up or down when there is more information than can display in the application area.</td>
</tr>
<tr>
<td>▲</td>
<td>End of a list; scroll up to see choices.</td>
</tr>
<tr>
<td>⏯</td>
<td>The call in progress is muted.</td>
</tr>
<tr>
<td>🔁</td>
<td>The ringer volume is off due to pressing - on the Volume button until the volume turns off. To reinstate volume, press + on the Volume button.</td>
</tr>
<tr>
<td>⏯</td>
<td>Your administrator may place this icon on one of your soft keys as an energy-saving measure. Pressing this soft key turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.</td>
</tr>
</tbody>
</table>

*For more information, questions, or for user guide reference please contact the IT Operations Help Desk department.
Avaya one-X™ Deskphone 9608/9611G:

User Guide:

The purpose of this document is to provide instruction and to serve as a reference guide for operating the Avaya one-X™ 9611G Desktop Phone. This document will also assist as an illustrative training aid for operating the 9611G model desktop phone.

*For more information, questions, or for user guide reference, please contact the IT Operations Help Desk department.
## TABLE OF FUNCTIONS:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Message Waiting Indicator</strong></td>
<td>Message waiting indicator button will illuminate when un-retrieved voice messages are waiting.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: This feature is not currently enabled for UM users. The setting will be enabled by the end of the year.</td>
</tr>
<tr>
<td><strong>Missed Call Indicator</strong></td>
<td>The History button icon illuminates with a red light, when you have missed calls. The top line of the history call log shows the Missed Call icon and the number of calls missed.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: The History button functionality will display the history of all calls when selected. With UM individual emails may be received to provide notification for each missed call. For more information and further assistance, please contact the IT help desk or your system administrator.</td>
</tr>
<tr>
<td><strong>Prompt Line</strong></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>
</tr>
<tr>
<td><strong>Call Appearances</strong></td>
<td>The number of lines available to make or receive calls (call appearances), will depend on how your system is administered. Press the line button to initiate or answer a call.</td>
</tr>
<tr>
<td><strong>Lines</strong></td>
<td>The line buttons with integrated LEDs show which lines are in use (active) and correspond to the lines on the LCD display. Press the line button to select that line.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: Lines also indicate if a feature is enabled or disabled in the Feature view.</td>
</tr>
<tr>
<td><strong>Soft Keys</strong></td>
<td>Use the soft keys to select the option displayed on the LCD screen. The soft key labels show you the action that each key produces.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: the soft keys are located horizontally at the bottom of the phone LCD.</td>
</tr>
<tr>
<td><strong>Message</strong></td>
<td>Press the Message button to connect directly to your voicemail system.</td>
</tr>
<tr>
<td><strong>Navigation Arrows</strong></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>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>Press Phone button to view and manage your calls.</td>
</tr>
<tr>
<td><strong>Contacts</strong></td>
<td>Press Contacts button to view the entries in your Contacts list.</td>
</tr>
<tr>
<td><strong>History</strong></td>
<td>Press History button to view the history of your outgoing, incoming, and missed calls.</td>
</tr>
<tr>
<td><strong>Home</strong></td>
<td>Press Home button to configure Options and Settings such as the ringer type, volume and screen layout.</td>
</tr>
</tbody>
</table>
Avaya one-X™ Deskphone 9608/9611G:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> Contact the IT Help Desk or your system administrator can assist or answer any configuration questions.</td>
<td></td>
</tr>
<tr>
<td><strong>Volume</strong></td>
<td>Press <strong>Volume</strong> button to adjust the volume of the handset, speaker, and ringer.</td>
</tr>
<tr>
<td><strong>Headset</strong></td>
<td>Press <strong>Headset</strong> button to use the headset if it is connected.</td>
</tr>
<tr>
<td><strong>Mute</strong></td>
<td>Press <strong>Mute</strong> button to mute a call in progress. To take a call off mute, press the <strong>Mute</strong> button again.</td>
</tr>
<tr>
<td><strong>Speaker</strong></td>
<td>Press <strong>Speaker</strong> button to use the <strong>Speakerphone</strong> feature. To take a call off the <strong>Speakerphone</strong> feature lift the headset from the cradle.</td>
</tr>
</tbody>
</table>

* For more information, questions, or for user guide reference, please contact the IT Operations Help Desk department.
Avaya one-X™ Deskphone 9608/9611G:

1. Making a phone call:

One of the following options can be used to make a phone call:

   a. **Handset** - to make a phone call using the **Handset**, lift the handset from the cradle, listen for the dial tone, then select the numbers on the keypad that you would like to call.

   b. **Speaker** button - to make a phone call using the **Speaker** button, press the **Speaker** button, listen for the dial tone, and then select the numbers on the keypad that you would like to call.

   c. **Headset** button (if equipped) - to make a phone call using the **Headset**, press the **Headset** button located at the left hand side of the number keypad, and then press the. Listen for the dial tone and then select the numbers on the keypad that you would like to call.
2. Answer a Call:

To answer a call, (if not engaged on another call), lift the telephone handset, or press the Speaker button to answer the call via the speakerphone option, or press Headset button to answer using the headset.

Note: During incoming calls, the phone LCD displays the Answer, To V Mail, Ignore soft key options.
3. Redialing a number:

1. From the Phone LCD screen select the **Redial** soft key option; the last caller will be redialed.

   **Note**: Numbers can also be selected and redialed from the call **History** log, by pressing the **History** button.

   a. To redial a number use the up and down navigation keys to scroll to the desired caller.
   b. Select the **Call** soft key to redial the selected caller. For more redial information refer to call **History** button.

4. Call History:

1. To view the call history log, click on the **History** button

   ![History Button]

   When viewing the **History** log, phone LCD will display a log for **All Calls**, **Outgoing**, **Answered**, and **Missed** calls.

   **Note**: Selecting the right or left navigation keys, will allow you to view all of the above call criteria’s within the **History** feature.

   ![Navigation Keys]

2. Select the number you would like to view by selecting the up or down navigation keys, then click on the **Details** softkey button to view more call details.
5. Muting a call:

When a call is on mute and you can switch between the handset, headset, or speakerphone, the mute feature will remain turned off. When a call is muted, the **Mute** button light will illuminate and the top line of the LCD will display the Mute icon.

1. Press **Mute** button during a call, so that the other person cannot hear you speak.
2. Press **Mute** button again to unmute the call.

6. Transferring a call:

1. While the line is active, press the **Transfer** soft key option on the phone’s LCD and ensure that the call to be transferred is active, or select the line for which the call to be transferred appears.

2. Press the **Transfer** soft key.

3. Dial the telephone number, or select the person from the call **History** list.

4. If unattended transfers have been administered, you can hang up if you do not want to announce the caller, otherwise announce the caller’s name, or you can select options **Complete** or press the **Ok** button if you do not wish to announce the caller.

7. Conference Calls:

The conference call feature allows up to five people to be conferenced on the same call in several locations.

**Setting Up a Conference Call:**

1. From the LCD select your active call.
2. Select the **Conf** option.
Avaya one-X™ Deskphone 9608/9611G:

3. Enter the telephone number on the dial pad, or select the contact number from the Contacts list, or select the contact from the History list.
4. When the contact answers, select Join or Ok to add the contact to the current call.
5. Select Add.
6. Select the Drop function at any time to drop the last added person to the conference call.

**Note**: Repeat the steps 1 through 5 to add another person to the conference call.

**Putting a conference call on hold:**

1. Press the Hold soft key during the conference call.
   **Note**: Parties on the conference call are still able to talk to each other while the call is on hold.

   2. Press the Ok or Resume soft key button to continue with the conference call.

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

1. From the LCD select the currently active call.
2. Select the Conf option or select the Add if call is currently in conference.
3. Select the call currently on hold to be added to the conference call.
4. Select the Resume option to remove the hold.
5. Select the Join option to add the person to the conference call.
7. Forwarding Calls:

Call forwarding features may be available in order to set a number, where calls can be forwarded to or by activating the call forwarding feature. Calls will be forwarded to your voicemail or to another designated phone number.

**Note:** The available call forwarding feature will be dependent upon the options set by your help desk or system administrator. For more information and further assistance, please contact the IT help desk or your system administrator.

- a. Lift the handset to select an active line, or press the **Speaker** button.
- b. From the phone dial key pad press *22.
- c. After the tone sounds, enter the number or the extension to where the call will be forwarded to.
- d. A two beep confirmation tone will sound and then the call will end.
- e. To turn the call forwarding feature off press the **Speaker** button, or lift the handset to select an active line.
- f. From the phone dial key pad press #22, a two beep confirmation tone will sound; the call will then end.

8. Send All Calls:

When the **Send All** feature is activated, all incoming calls will be sent to a predefined number, which is your voicemail number.

1. Select the **Send All** soft key menu option on the phone LCD; a check mark will now appear next to the **Send All** option on the phone’s LCD.
   **Note:** All incoming calls will ring once at your extension and then all calls will be sent directly your voicemail.
2. To turn off the **Send All** feature, press the **Send All** soft key on the phone’s LCD; the check mark will no longer display next to the **Send All** button.

**Note:** Calls can also be forwarded to a predefined number via **Phone / Features** menu.

3. Select the left arrow navigation key to access **Phone / Features** menu
4. Press the **Select** soft option key, on the phone’s LCD, or press the **Ok** button.
Avaya one-X™ Deskphone 9608/9611G:

5. The phone’s LCD will display the SendAllCalls (SAC) phone forward icon; this will activate the (SAC) menu option. To turn off the (SAC) via the Phone / Features menu, press the Select soft key option on the phone’s LCD or the Ok button.

9. Contacts:

A maximum of 250 names, with up to 3 telephone numbers per contact name, can be saved via the Contacts feature. You can also import or export a contact list using a USB device (For more information and further assistance with importing and exporting contacts, please contact the IT help desk or your system administrator).

Note: When you press the Contacts button you may not see all the functionality. This is due to the restraints set by the system administrator where specific functions may have been disabled.

Adding a new contact:

Up to three numbers can be added to a contact

1. Press the Contacts button
2. Select the New option if this contact is a new entry.
3. Using the dial pad enter the name.
   a. Enter the name using the number key that corresponds to the letter of the name
   Note: If letters are on the same number key pause between entries.
   b. Press the 0 number key to enter a space.
   c. Complete the contact entry, by entering the remaining letters and numbers by pressing the appropriate corresponding key.
   d. To delete the last character, press the Bksp soft key option on the phone’s LCD.

Note: To remove a space, letter, number, or symbol that is in the middle of the entered text, press the Bksp soft option key.
Avaya one-X™ Deskphone 9608/9611G:

Searching for a contact:

You can search for any name using letters by jumping to specific group of letters, or you can access the Contacts listing and then press the associated button on the dial pad. For example, if you press 3, the Contacts list might display entries starting with D, E, F or 3 depending on how you set up your contacts and how many times you press 3 in succession.

1. Press the Contacts button
2. Using the dial pad, type the name for which you want to search.
   Note: The contacts search is case-sensitive based on how your Contact list is set up. If your contacts are set up by “Last Name, First Name” start typing the letters of the last name.
   **Note:** If your contacts have been set up using a different scheme other than “Last Name, and First Name,” type the letter(s) that would match the contact you want to find.
3. When contact has been located from the contact list, press Ok button to call the person or press the More soft key option for additional options.
4. Select Edit to edit contact information.

Viewing a contact's details

1. Press the Contacts button.
2. Select the contact you want to view
3. Press Details button to see all the information available for that contact.
   **Note:** Selecting Details is the only way to dial a second or third number listed for a contact.
4. Press the appropriate soft key to call, edit, delete, or return to the Contacts screen.

*For more information, questions, or for user guide reference please contact the IT Operations Help Desk department.*