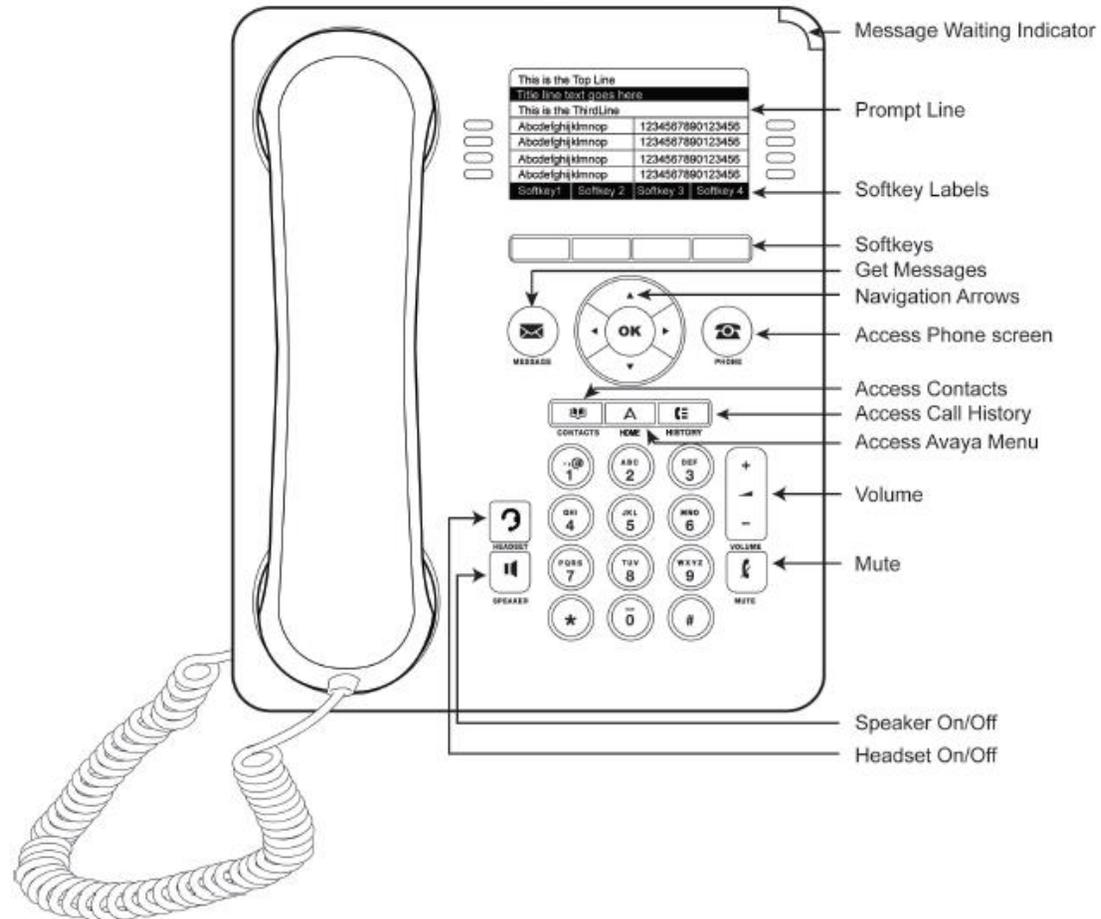


# AVAYA 9608/9611G SIP DESKPHONE INSTRUCTIONS



## 9608/9611G SIP PHONE INSTRUCTIONS

<b>MESSAGE WAITING INDICATOR</b>	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 Messages button will also be lit. The lights will turn off once you have listened to your new messages.
<b>PHONE DISPLAY</b>	<p>The display contains the following information:</p> <ul style="list-style-type: none"> <li>• The top line shows your extension number as well as the date and the time.</li> <li>• If you have missed calls, the left hand side of the top line will display the missed call icon, which will include the number of calls you have missed. Your <b>HISTORY</b> button will also be lit.</li> <li>• The Prompt Line will display prompts to help you navigate through extra features on your telephone.</li> <li>• 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.</li> <li>• The line buttons include LED lights which will show a green light when a line or feature is active.</li> <li>• 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</li> </ul>
<b>NAVIGATION ARROWS and the OK BUTTON</b>	<p><u>Up and Down Navigation Arrows:</u> Use the Up and Down Navigation arrows to move from one line or page to another.</p> <p><u>Right and Left Navigation Arrows:</u> Use the Right and Left Navigation arrows to navigate between feature menus and screens.</p> <p><u>OK Button:</u> Press the <b>OK</b> button for a shortcut to an action. For example, when you select a history entry, pressing <b>OK</b> dials the number for you.</p>
<b>PHONE BUTTON</b>	Press the <b>PHONE</b> button at anytime to return to the main phone screen in order to view and manage your calls
<b>MESSAGE BUTTON</b>	Press the <b>MESSAGE</b> button to connect directly to the voice mail system. You will be prompted to enter your security code to access your mailbox.
<b>CONTACTS</b>	Press <b>CONTACTS</b> to view the entries in your Contacts list.
<b>HISTORY</b>	Press <b>HISTORY</b> to view the log of all your calls.
<b>HOME</b>	Press <b>HOME</b> to configure your phone's Options and Settings.
<b>HEADSET</b>	Press <b>HEADSET</b> to use the headset, if one is connected (only HIS headset cords are compatible with the 9608 and 9611G phones).
<b>SPEAKER</b>	Press <b>SPEAKER</b> to use the two-way speakerphone. To take a call off speakerphone, lift the handset.
<b>VOLUME BUTTON</b>	Press the <b>VOLUME</b> button to adjust the volume of the handset, headset, speaker, or ringer. They are all independent of each other.
<b>MUTE BUTTON</b>	Press the <b>MUTE</b> button so the other party cannot hear you. The <b>MUTE</b> button will be lit when your call is muted. To reinstate two-way conversation, press the <b>MUTE</b> button again. The light will clear.

## USING YOUR PHONE

<b>LOG IN</b>	<p>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.</p> <ol style="list-style-type: none"> <li>1. Enter your 5-digit extension as the Username, and then press the 'OK' button.</li> <li>2. The cursor will then move into the "Password" field. Enter the password and then press the 'OK' button.</li> </ol> <p>If you need to retrieve the password, contact the UW Technology Service Center at <a href="mailto:help@uw.edu">help@uw.edu</a> or 206.221.5000.</p> <p><b>NOTE</b> - this password is not the same as the security code used to access your voice mailbox.</p>
<b>PLACING A CALL</b>	<p><u>Place a call in any of the following ways:</u></p> <ol style="list-style-type: none"> <li>a. Lift the handset and dial the number</li> <li>b. If you are using a headset, press the <b>HEADSET</b> button and dial the number</li> <li>c. If you are using the speakerphone, press the <b>SPEAKER</b> button and dial the number</li> </ol> <p>The active line appearance will display the off-hook icon and the background becomes shaded.</p>
<b>ANSWERING A CALL</b>	<p>When an incoming call rings to your extension, a Bell icon will appear on the incoming line along with the available caller ID information.</p> <p><u>To Answer an Incoming Call:</u></p> <ol style="list-style-type: none"> <li>A. Lift the handset</li> <li>B. If you are using a headset, press the <b>HEADSET</b> button</li> <li>C. To use the speakerphone, press the <b>SPEAKER</b> button</li> </ol> <p><u>To Answer a Second Incoming Call:</u></p> <p>Press the <b>Hold</b> softkey to place the first call on hold, and then answer the second call on the ringing line appearance.</p>
<b>REDIAL</b>	<p>Press the <b>Redial</b> softkey to call the last dialed number (the Redial button will only display after you have made a call).</p>
<b>HOLD</b>	<p><u>Placing a Call on Hold:</u></p> <p>Press the <b>Hold</b> softkey</p> <p style="padding-left: 40px;">(The green light next to the line button flashes when the call is on hold and the hold icon appears on your display)</p> <p><u>Retrieving the Held Call:</u></p> <p>Press the <b>Resume</b> softkey to retrieve the call</p>

<p style="text-align: center;"><b>TRANSFER</b></p> <p>Send a call from one phone to another.</p>	<ol style="list-style-type: none"> <li>1. During a call, press the <b>Transfer</b> softkey on the bottom of the display (the call is automatically put on hold and the next available line becomes active)</li> <li>2. Dial the number to which you want to transfer the call</li> <li>3. Either announce the transfer and press Complete (Warm Transfer) or just press Complete (Cold Transfer). You may also press the "OK" button. (To stop the transfer and return to the caller, press the Cancel softkey or press the line appearance holding the original call.)</li> </ol>
<p style="text-align: center;"><b>CONFERENCE</b></p> <p>Your phone supports 6-Party conference calls.</p>	<p><u>Setting up a Conference Call:</u></p> <ol style="list-style-type: none"> <li>1. While on call, press the <b>Conf</b> softkey (the call is automatically placed on hold and the next available line becomes active)</li> <li>2. Dial the number of the next party</li> <li>3. Once the next party answers, press the <b>Join</b> softkey or the <b>OK</b> button to add all parties to the call</li> <li>4. Press the <b>Add</b> and repeat steps 2-3 to add additional parties to the conference call as needed (up to a total of 6)</li> </ol> <p><u>Using the Conference Button to Add an Incoming Call to An Active Call:</u></p> <ol style="list-style-type: none"> <li>1. While on an active call and receiving another call, Click <b>Hold</b> to place first caller on Hold and answer call</li> <li>2. Press the <b>Conf</b> softkey (or <b>Add</b> if you are already on a conference)</li> <li>3. Select the call on hold that you want to add to the conference</li> <li>4. Press the <b>Join</b> softkey (you have successfully added two calls together)</li> </ol> <p><u>Drop the Last Person Added to the Conference Call:</u> Press the <b>Drop</b> softkey. The last party connected to the conference call is dropped from the call</p>
<p style="text-align: center;"><b>CALL FORWARDING</b></p> <p>Forward all of your calls to another number</p>	<p><u>Activate Call Forwarding</u></p> <ol style="list-style-type: none"> <li>1. Dial [*][7][2]</li> <li>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</li> </ol> <p><u>Cancel Call Forwarding of All Calls</u></p> <ol style="list-style-type: none"> <li>1. Dial [*][7][3]</li> </ol> <p>To have a Call Forward button programmed on your phone, contact the UW-IT Service Center at 206-221-5000.</p>
<p style="text-align: center;"><b>SEND ALL CALLS</b></p> <p>Immediately sends all your calls to your voice mail box</p>	<p><u>Activating and Deactivating Send All Calls</u></p> <ol style="list-style-type: none"> <li>1. Press the <b>Send All</b> button. A checkmark will appear next to the feature and the Send Calls icon will appear in the top left corner of your display</li> <li>2. Press <b>Send All</b> button again to turn this feature off</li> </ol>

## 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. Enter the first name using the dial pad
  - a. Press the **Clear** softkey anytime you need to start over
  - b. Pause before entering the next character if the characters are on the same key
  - c. To enter a space, press **0**
  - d. Press **Bksp** to delete the last character

**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 softkey below Abc again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
  - Press the softkeys below More > **Symbols** to enter characters that are not on your dial pad. Select the symbol you want to use. Press the **Insert** softkey or **OK** to select the symbol.
4. Press the down Navigation Arrows to enter the last name
  5. Continue to use the down Navigation Arrow to scroll to the next field to enter the telephone number
  6. When finished, press the **Save** softkey or the **OK** button

### 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 all information available for 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

<p style="text-align: center;"><b>CONTACTS (CONT.)</b></p>	<p><u>Deleting a Contact</u></p> <ol style="list-style-type: none"> <li>1. Press the <b>CONTACTS</b> button</li> <li>2. Select the contact entry you wish to delete</li> <li>3. Press the softkeys below More &gt; <b>Delete</b></li> <li>4. Press the softkey below Delete again to confirm</li> </ol> <p><b>NOTE:</b> If you press Cancel prior to pressing Delete, your contact information will not be removed.</p>
<p style="text-align: center;"><b>HISTORY</b></p> <p>You can use <b>HISTORY</b> to view a list of your recent calls, or separate lists of your incoming, outgoing, or missed calls.</p>	<p><u>Adding an Entry from the Call Log to your Contacts List</u></p> <ol style="list-style-type: none"> <li>1. Press the <b>HISTORY</b> button</li> <li>2. Select the entry you want to add to your Contacts list</li> <li>3. Press the <b>+Contact</b> button</li> <li>4. Using your keypad, edit the name and other preferences, if necessary</li> <li>5. Press <b>Save</b></li> </ol> <p><u>Viewing Call History</u></p> <ol style="list-style-type: none"> <li>1. Press the <b>HISTORY</b> button</li> <li>2. Scroll to the right or left to view separate lists of your incoming, missed, answered, or outgoing calls</li> <li>3. Press <b>Details</b> to view the call information</li> <li>4. Press the <b>Back</b> softkey to return to the list view</li> </ol> <p><b>TIP:</b> You can scroll quickly to the top of the list by pressing <b>HISTORY</b> again.</p> <p><u>Calling a Person from the Call History Log</u></p> <ol style="list-style-type: none"> <li>1. Press the <b>HISTORY</b> button</li> <li>2. Scroll to select the person or number you want to call</li> <li>3. Press the <b>Call</b> softkey or the <b>OK</b> button</li> </ol> <p><u>Removing an Entry from the Call History Log</u></p> <ol style="list-style-type: none"> <li>1. From the <b>HISTORY</b> screen, select the entry you wish to delete</li> <li>2. Press the <b>More</b> softkey</li> <li>3. Press the <b>Delete</b> softkey</li> <li>4. Press <b>Yes</b> or the <b>OK</b> button to confirm; press No to retain the entry</li> </ol> <p><u>Clearing all Entries from Call History</u></p> <ol style="list-style-type: none"> <li>1. From the <b>HISTORY</b> screen, select the entry you wish to delete</li> <li>2. Select the list you want to delete. (All Calls list, Outgoing Calls list etc.)</li> <li>3. Press the <b>More</b> softkey to locate the Clear All softkey</li> <li>4. Press the <b>Clear All</b> softkey to delete all of the entries in the list you are viewing</li> <li>5. Press <b>Yes</b> or the <b>OK</b> button to confirm; press <b>No</b> to retain the entry</li> </ol>

<p><b>TURNING OFF CALL HISTORY</b></p> <p>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.</p>	<p><u>Turning off Call History</u></p> <ol style="list-style-type: none"> <li>1. Press the <b>HOME</b> button</li> <li>2. Select Options &amp; Settings or Phone Settings</li> <li>3. Press <b>Select</b> or the <b>OK</b> button</li> <li>4. Select Application Settings</li> <li>5. Press <b>Select</b> or the <b>OK</b> button</li> <li>6. Select the type of call logging you want to turn off (e.g., to turn logging of bridged lines on or off, select Log Bridged Calls)</li> <li>7. Press <b>Change</b> or <b>OK</b> button</li> <li>8. Press <b>Save</b></li> </ol>
<p><b>EXTENSION TO CELLULAR (EC500)</b></p> <p>Configuring simultaneous ringing for multiple telephones</p>	<p>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.</p> <ol style="list-style-type: none"> <li>1. From the Phone screen, scroll right to access the Features menu</li> <li>2. Select <b>EC500</b></li> <li>3. Press <b>OK</b> to turn simultaneous ringing on or off</li> </ol>

## PRESS THE HOME BUTTON TO VIEW AND CHANGE THE FOLLOWING OPTIONS

### CALL SETTINGS

Press the **HOME** button

Press the **Select** softkey under Options and Settings. Next, press the **Select** softkey under Call Settings.

To change a menu option in this section, 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 a call or when getting 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.

#### Configuring Visual Alerts

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 calls and calls picked up in your Call Pickup group.

#### Log Bridged Calls

When set to “Yes,” you can view the history of all calls to your bridged extension.

#### Personalize 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. Example: Pressing the “2” on your dial pad displays the letter “A” and 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 will redisplay the letter “A” and so on. Pressing a different key moves the cursor one position to the right and displays the first alphabetic character associated with that key. Repeat this key entry process to enter the rest of the label name.
6. Press **Clear** to clear all test fields and start over.
7. Press **Save**

#### Restore Default Button Labels

You may revert back to the 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.

To change a menu option in this section, highlight the feature and press the **OK** button that corresponds to that feature.

### 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 **OK** button to see 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 make it your 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, effectively splitting the screen in half)
2. Press **Save** to retain your selection