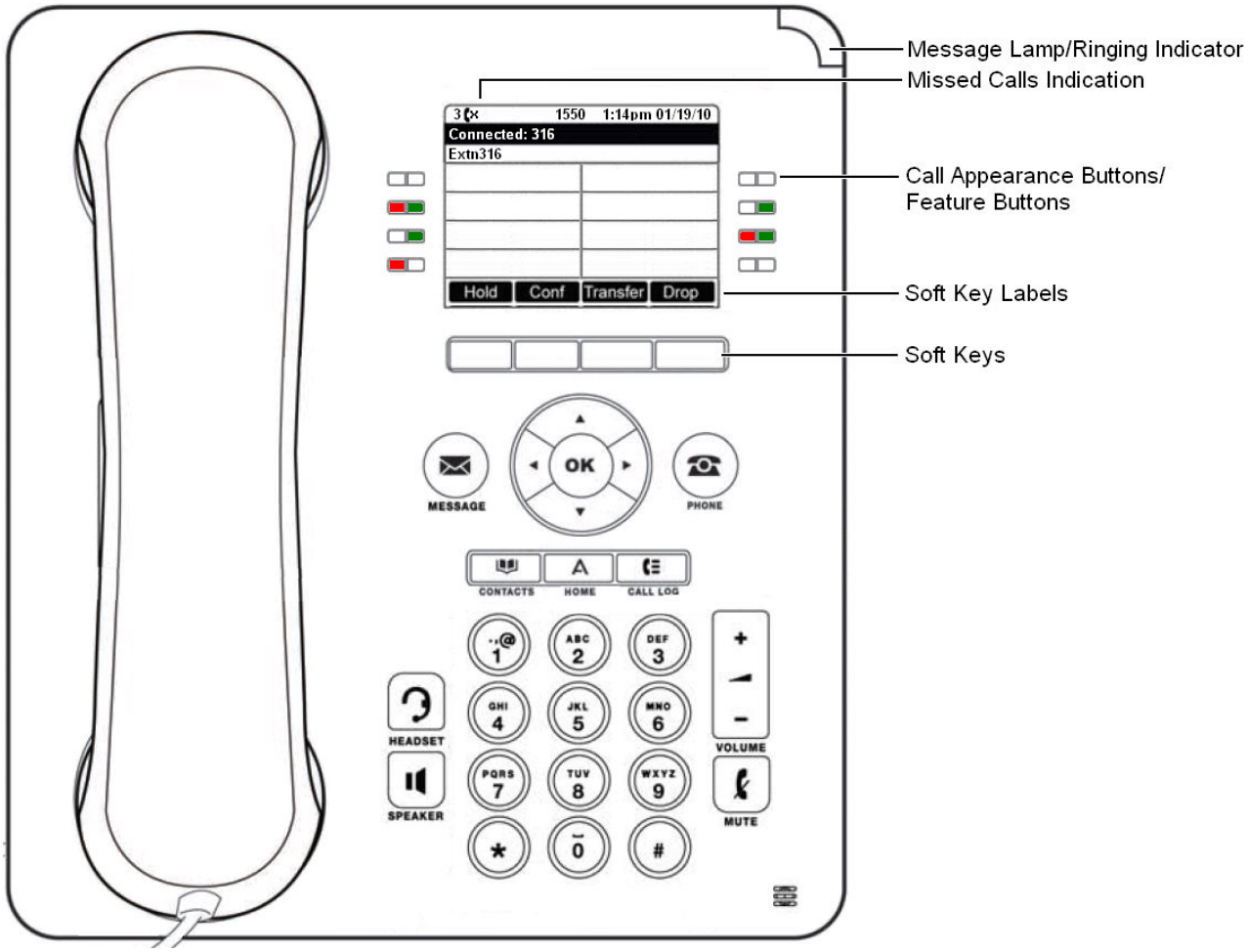
IP Office 9608 Telephone Quick Reference Guide

Your 9608 Telephone

The IP Office supports the 9608 telephone.



The phone supports 24 programmable call appearance/feature buttons. The labels for these are displayed in the main display and can be controlled by the adjacent buttons.

Functions can be assigned to the phone's call appearance/feature buttons by your system administrator or by yourself using self-administration. However, you cannot replace call appearance buttons set by your system administrator. There are features that the system administrator can set that are not available to you to assign.

More Information

Go to www.avaya.com/support for the latest support information, including user guides, installation and maintenance guides, interactive documents and software downloads.

Making Calls

If you are not already on a call, just dial the number. The first available appearance button is used for the call. Alternatively, press another appearance button in order to hold your current call and to make a separate call.

Set a Callback

If your call to an internal user is not answered, or if the status of the user is set to Do Not Disturb, you can press **CallBack** and end the call attempt. When the user ends their current or next call, or disables their DND status, the system calls you. When you answer, the system automatically makes another call attempt to the internal user.

Calling a Person from the Contacts List

You can use any directory contact to make a call. You can also use the directory in any function where **Dir** is displayed.

1. Press the **CONTACTS** key. The directory menu is displayed.
2. Use the ◀ left/right ▶ keys to select the type of directory entries you want to display; **All**, **Personal** (your own personal directory contacts), **External**, **Users**, and **Groups**.
3. Use the ▲ up/down ▼ keys to scroll through the list. Alternatively, you can use the number keypad to enter the name for which you want to display matching entries. If you dial a name, press **Clear** to return to the full list.
4. To view more details of the highlighted name, press **Details**. To return to the directory, press **List**.
5. When the required entry is highlighted, press the **Call** button.

Redialling a Previous Number

1. Press **Redial**. Use the ▲ up/down ▼ arrow keys to scroll through your 30 most recent outgoing calls.
2. Press **Call** to call the number displayed in the call record.

Answering Calls

A slow flashing appearance button indicates an alerting call. This may also be accompanied by ringing and by the message lamp flashing. If you are currently not on a call:

- To quiet the ringing, press **Ignore**. The call will continue alerting visually.
- To redirect the call to your mailbox, press **To VM** if shown.
- To answer the call using the handset, lift the handset.
- To answer the call handsfree, press the **SPEAKER** key.
- To answer the call on a headset, press the **HEADSET** key.

Once you have answered the call, you can switch between different talk modes:

- To switch to using the handset, simply lift the handset.
- To switch to handsfree, press the **SPEAKER** key. If you were using the handset you can now replace it.
- To switch to headset mode, press the **HEADSET** key. If you were using the handset you can now replace it.
- Pressing the call's appearance key or any other appearance key will put the call on hold.

Answering Another Call

If you are already on a call, answering a new call automatically puts the existing call on hold.

- To answer the call, press the appearance button.
- Alternatively, using the ▲ up/down ▼ keys, scroll the display to highlight the waiting call and select the action you want to apply; **Answer**, **To VM**, **Ignore** or **Drop**.

Diverting a Call to Voicemail

You can transfer directly to your voicemail mailbox any call targeted at you.

1. If the call is not the currently highlighted call on the display, use the ▲ up/down ▼ keys to highlight it.
2. Press **To VM** to redirect the call to your mailbox.

Call Handling

Adjusting the Call Volume

You can adjust the volume of the incoming audio while you are on the call:

1. With the call connected, press the **VOLUME** key.
2. Use the **+** plus and **–** minus keys to adjust the volume.

Note: The volume for the device currently in use (handset, headset, or speaker) is adjusted separately.

Holding a Call

1. To put your current call on hold, press the **Hold** soft key or the call's appearance button.
2. The held call will be indicated by its call appearance button with a fast-flashing green lamp. On phones with only a single call appearance button (or icon), the phone displays "On-Hold" before the call information on the call's application line.
3. While held, the caller will hear music on hold. If your system does not have music on hold available, the caller will hear double beep tones every few seconds.
4. You can scroll the display using the ▲ up and down ▼ arrow keys. The held call will appear with a icon.

Muting a Call

Muting a call stops the far end from hearing you although you can still hear the far end. The mute setting remains active even if you switch between calls using the hold or appearance buttons. If you change how you are listening to the call, for example switching from the handset to the speaker, the mute setting is canceled.

1. To activate mute, press the **MUTE** key. The button will be lit while mute is active.
2. To switch mute off, press the **MUTE** key again.

Ending a Call

- The **Drop** button can be used to end the currently highlighted call.
- If the call is on the phone's speaker, the **SPEAKER** key is lit. Pressing the key again will end the call.
- If the call is on the phone's headset, the **HEADSET** key is lit. Pressing the key again will end the call.
- If the call is on the phone's handset, replacing the handset will end the call.

Starting a Conference

If you have a connected call and have held alternate calls, pressing **Conf** will start a conference with those held calls and the connected call.

Otherwise, to start a conference or to add another party to a conference:

1. Press **Conf**.
   Your current call is put on hold.
2. Dial the party that you want to add to the conference.
3. If they answer and want to join the call, press **Conf** again.
4. If they do not want to join or do not answer, press **Drop** and then press the appearance key of the held call.

Dropping/Muting Parties

While in a conference, press the **Details** key. Scroll through the list of callers in the conference and:

- To drop a caller from the conference, highlight them and press **Drop**.
- To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
- To return to the call display, press **Back**.

Transferring Calls

You can transfer calls even if no call appearance buttons are available.

1. Press **Transfer**. The current call is put on hold.
2. Dial the number for the transfer. Alternatively, press **Dir** to select a destination from the directory, or press **Redial** if applicable.
   - To complete a supervised transfer, press **Complete** after the call has been answered.
   - To complete an unsupervised transfer, press **Complete** while the call is still ringing.
   - If the transfer destination does not answer or does not want to accept the call, press **Cancel**.

Transferring Calls to Voicemail

You can use the **Message** key to transfer a call to another user's or group's voicemail mailbox.

1. With a call connected, press the **Message** key. You can continue talking.
2. Dial the extension number of the user or group and press **Select**.

Redirecting Calls

Do Not Disturb

When you select 'Do Not Disturb', your calls are redirected to voicemail if available or otherwise hear busy tone. Calls to any group of which you are a member are not presented to you. You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.

1. Press **Features**. Use the ▲ up/down ▼ keys to highlight **Call Settings**. Press **Select**.
2. Select **Do Not Disturb**.
3. Press **Change** to change the setting.
4. Press **Save** to save the setting.

Forward Unconditional

You can change your forward unconditional settings using the Features menu.

1. Press **Features**. Use the ▲ up/down ▼ keys to highlight **Forward**. Press **Select**.
2. Use the ▲ up/down ▼ keys to highlight **Forward Unconditional**. Press **Select**.
   - To switch On/Off: Highlight **Fwd Unconditional**. Press **On** or **Off**. If no destination is currently set, the display jumps to the destination field.
   - To select which calls: Highlight **Call Type**. Press **Change** and when the required option is displayed press **Save**. Options are ***External Only***, ***External and Group***, ***Non Group Calls*** and ***All Calls***.
   - To set the Destination: Highlight **Destination**. Press **Edit** and enter the number required or press **To VM** to forward to voicemail.

Follow Me

You can redirect your calls temporarily to another extension.

1. Press **Features**. Use the ▲ up/down ▼ keys to highlight **Forward**. Press **Select**.
2. Use the ▲ up/down ▼ keys to highlight **Follow Me To**. Press **Select**.
3. Dial the number of another user or press **Dir** to select from the directory. Press **Save**.

Contacts

Adding a New Contact

You can add up to 100 personal directory contacts. This number is limited by the capacity of the telephone system directory. If capacity is met, you will not be able to add new contacts.

1. Press the **CONTACTS** key. Use the ◄ left/right ► keys to select your ***Personal*** directory.
2. To add a contact, press **New**. To edit a contact, highlight it and press **Edit**.
   - Use the ▲ up/down ▼ keys to switch between number and name entry.
   - When the name and number have been entered as required, press **Save**.

Add a Contact from Your Call History

You can add a name and number shown in your call history to your personal contacts.

1. Press the **HISTORY** button. Use the ◄ left/right ► keys to select which calls are shown: ***All***, ***Outgoing***, ***Incoming*** or ***Missed***.
2. Use the ▲ up/down ▼ keys to scroll through the records.
4. Press **More** and then press +**Contact**.
5. Use the ▲ up/down ▼ keys to switch between the name and number details for the new contact.
6. When the name and number are set as required, press **Save**.

Voicemail

Both the **MESSAGE** button and the message lamp/ringing indicator on your phone (top-right) are used to indicate when you have new messages in your voicemail mailbox. They remain lit until you have played or deleted each of the new messages.

Checking Messages

1. Press the **MESSAGE** button. Enter your voicemail password if requested and press **Done**.
2. The numbers shown next to **Listen** indicate the number of new, old and saved messages.
3. Highlight **Listen** and press **Select**.
4. Use the ▲ up/down ▼ keys to highlight which messages (**New**, **Old** or **Saved**) that you want to listen to and press **Select**. The details of the first message of that type are displayed.
5. You can use the ▲ up/down ▼ keys to scroll through the messages.
6. Use the soft keys to control the playback actions for the current message.

By default, messages are automatically deleted a set time after being played. The delay depends on the particular voicemail server (24 hours for embedded voicemail, 30 days for Voicemail Pro).

Voicemail On/Off

You can control whether voicemail is used for your unanswered calls. This does not switch off your mailbox; you can still play existing messages and use other functions.

1. Press the **MESSAGE** button. Enter your voicemail password if requested and press **Done**.
2. Use the ▲ up/down ▼ keys to highlight **Voicemail**.
3. Press **Change** to switch between **On** or **Off**.
4. Press **Save** to save the change.