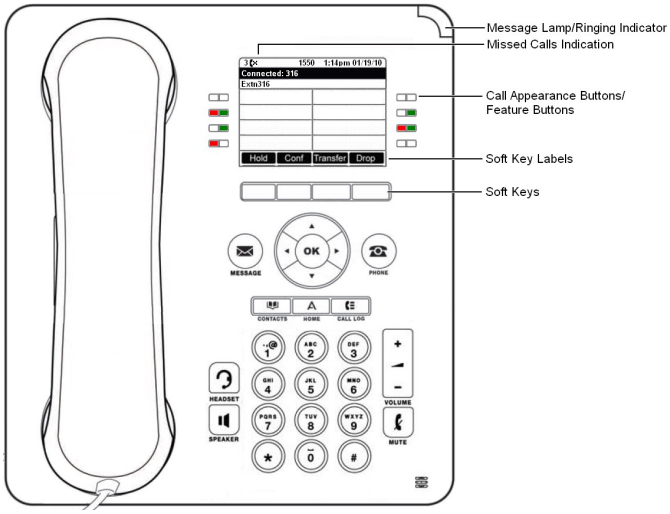
Avaya 9608 IP Phone Quick Reference

For more information please visit our eHelp Page at ehelp.ltu.edu
(Notes: These phones **WILL NOT** work to make outside calls until Monday 12/17/18
These phones **DO NOT** have a touch screen.
Once in a call, the prompts above the buttons will change or appear such as Drop and Transfer)



Powering up the new phone

1. Remove the Ethernet Cable (that **is not** connected to your computer) from your old phone or find the Ethernet cable that has been provided for you on your desk.
2. Plug the Ethernet Cable into the back of the phone as shown below. It must be plugged into the top port and has this symbol ▭ near it.

3. The phone will not power on unless the cable is in the correct port. Wait for the phone to boot up (~2 min)
4. If you are connecting your computer to a wired internet connection take the second Ethernet cable that was connected to the old phone and plug it into the phone in the second port that has the ▭ symbol.

Making a call

1. Lift handset or press Speaker
2. Press the digits on the dial pad (outside calls must start by dialing 9 and then the number).
   The phone initiates the call after the numbers have been dialed.

Making a call from Contacts List

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.

Answering a call

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

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.

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 handset, replacing the handset will end the call.

To Transfer a call

1. Press Transfer
2. Dial the Extension of the person you wish to transfer to
3. Press Complete (button under the word call in the display).

Transfer calls to Voicemail

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

To put a call on hold and take a call off hold

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.
3. Press the fast-flashing green lamp button to pick up the held call.
4. While held, the caller will hear music on hold.
5. You can scroll the display using the ▲ up and down ▼ arrow keys. The held call will appear with a icon.

To Call Forward your phone to Voicemail

When you select 'Do Not Disturb', your calls are redirected to voicemail. 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 making calls in DND the dial tone will sound broken as a reminder that you are in Do Not Disturb.

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.

To Access Voicemail

1. Dial *17
2. Follow voicemail prompts.

To Conference

1. You must be on a call to initiate a conference call
2. Press **Conf** (button under the word call in the display). This puts your active call on
3. Dial the Phone number you would like to Conference (91248XXXXXXX)
4. Press **Conf** again to start the conference call

To add a new contact to your phone

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**.

If you have any further questions about your phone please look at the documention on ehelp.ltu.edu or email the Help Desk at helpdesk@ltu.edu.