

AVAYA

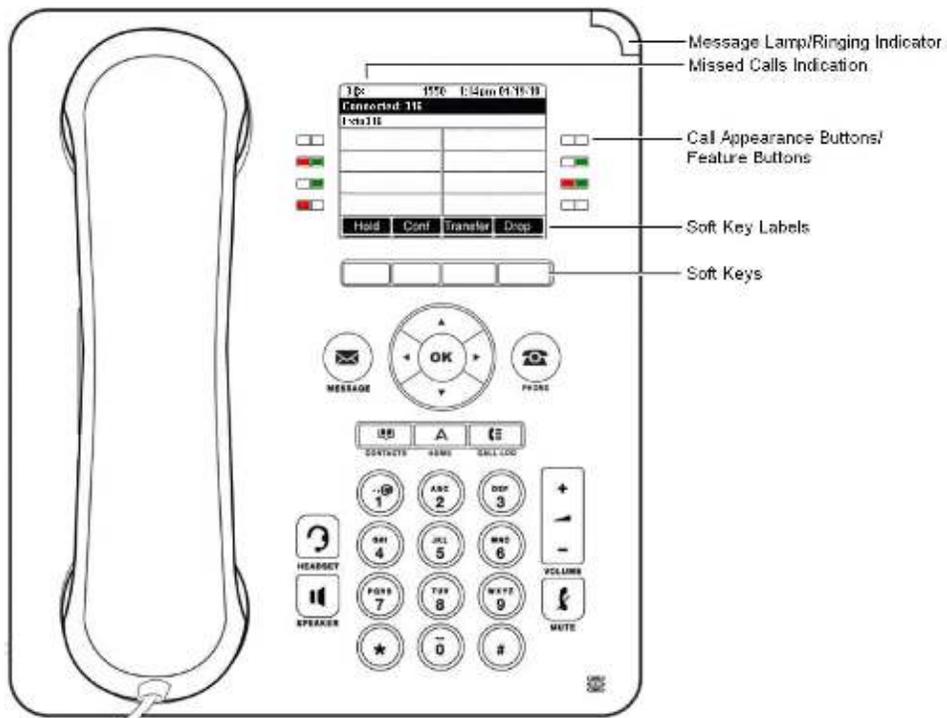
frontier[®]
Communications

Phone User Guide

Avaya 9608 IP Phone



Avaya IP Phone Overview



This phone supports 24 programmable call appearance/feature buttons. The labels for these buttons are visible on the main display and can be controlled by the adjacent buttons. Functions can be assigned to the phone's feature buttons by your system administrator or by yourself using self administration. Note how you cannot replace features assigned to buttons by your system administrator but you *can* replace other features. Note also that there are features that the system administrator can assign that are not available for you to assign. This guide includes only the features that are available for you to assign if required.

Status Letters

- **B = Barred**

A **B** is shown on your phone's display when the system administrator has set you to outgoing call barred status. You will only be able to make internal calls while this is applied.

- **D = Diverting (Forwarding) Calls**

A **D** is shown after your extension name on the phone's idle display when you have forward unconditional enabled.

- **G = Group Member (In Group)**

A **G** is shown after your extension name on the phone's idle display when have been configured as a member of a hunt group and your membership is enabled. While this is the case, you may receive calls targeted to the hunt group.

- **N = No Calls (Do Not Disturb)**

An **N** is shown after your extension name on the phone's idle display when you have do not disturb enabled.

- **O = Out of Service**

An **O** is shown on your phone's display when any of the groups of which you are enabled as a member is set to night service mode. In that mode calls to that group are diverted to its fallback if set or otherwise to voicemail if available.

- **R = Resilience**

An **R** is shown after your extension name on the phone's idle display your phone is working in resilience mode. This is used when there may have been a problem with the telephone system to which your phone was registered and another system is currently providing support for your phone. In this mode, some features may not be available and calls may be routed differently.

- **S = System Alarm**

If you are configured as a [system administrator](#) , an **S** in the phone's display indicates a [system alarm](#) .

- **T = Twinned**

A **T** is shown after your extension name on the phone's idle display if it is internally twinned with your phone. Calls to you will alert on both phones and can be answered by you at either phone.

Phone Keys

 **Soft Keys** - The keys below the display have variable functions. When the key is active, its function is indicated by the text label above it.

 **Navigation Keys** - Press the ▲up and ▼down arrow keys to scroll through lists. In some menus, you can also use the ◀left and ▶right arrow keys to enter and exit different levels of the menu. A menu option that accesses a sub-menu is indicated by the ... dots (ellipsis) icon after its name.

 **Message** - This key is used to access your voicemail system. By default this uses a series of menus on your phone's display.

 **PHONE** - This key is used to exit any menu you are in and return to the appearance buttons menu. During a call it can also be used to toggle the options displayed on the appearance menu.

 **CONTACTS** - This key is used to display the various directories (personal and shared) of names and telephone numbers to which you have access.

 **CALL LOG / HISTORY** - This key displays a record of you most recent answered, missed and outgoing calls. The button is illuminated when you have new missed calls.

 **MUTE** - This key can be used to mute your speech to the currently connected call. The button is lit while mute is active.

 **SPEAKER** - This key is used to answer and end calls using the phone's handsfree speaker and microphone. The button is lit when you are connected to a call handsfree.

 **HEADSET** - This key is used to answer and end calls using a headset connected to the phones headset socket. The button is lit when you are connected to a call using the headset.

 **MENU /HOME** - This key is used to access a menu for phone settings and information.

 **VOLUME** - Press + plus or - minus on the **Volume** key to adjust the volume of the incoming call. Separate volumes can be adjusted for the ringer, headset, and speaker.

Answering and Making a Call

Answering a Call

Answer an incoming call in one of the following ways:

If you are not on another call, lift the hand-set, or press the line button next to the in-coming call, or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset. If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call. To quiet the ringing, press **Ignore**. To redirect the call to your mailbox, press **To VM** if shown.

Making an External Call

1. Lift the **handset**, or press  **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial **7** followed by the number you want to call.

Making an Internal Call

1. Lift the handset, or press  **Speaker** or **Headset** (if applicable) or a line button for an available line.
 2. Dial the extension number you want to call.
- Or

Searching for a Contact

1. Press  **Contacts**.
2. Using the dialpad, start typing the name for which you want to search. Note: a Contacts search is case-sensitive.
3. Press **Call** to call the person

Redialing a Previous Number

1. Press **Redial Softkey**, use the  up and down  arrow keys to scroll through your 10 most recent outgoing calls.
2. Press **Call** to call the number displayed in the call record.

Putting a Call on Hold

1. Press **Phone Button**  to view the main Phone screen, if necessary.
2. Press **Hold** Softkey in window.

Retrieve a Call on Hold

1. Press the line button of the held call or use the  up and down  arrow keys to select the line and press **Connect** to retrieve the call.

Transferring a Call

1. While active on a call
2. Press **Transfer**. The call is automatically put on hold.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise announce the call and press **Complete** to transfer the call or **Cancel** to cancel the transfer.

Parking a call

1. While on a call, Press the available **Call Park** slot **1, 2, 3 or 4** (Button will indicate whether Park Slot is already in use, choose available Slot)
2. Hang up call is then parked

UnParking a call

1. Lift the handset from any phone
2. Press the **Call Park** slot **1, 2, 3 or 4** that your call is currently parked on.

3. Press the **Call Park** button again or Press **Connect** soft key to be connected to your caller.

Transfer to Voicemail

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

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

Conference Calls

Setting up a Conference Call

1. While active on a call. Press **Conf**.
2. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
3. When the person answers, press **Conf** to add the person to the existing call.
4. Press **Conf** and repeat these steps to add another person to the conference call.
5. Press **Drop** at any time to drop the last person added to the conference call.

Dropping a Person from a Conference Call

1. From the Phone screen, select your active call. Press **More** then **Details**.
2. Select the person you want to drop.
3. Press **Drop**.

Call Handling

Adjusting the Call Volume

While talking, you can adjust the volume of the incoming call.

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

Do not Disturb

1. Press **Features**. Use the up/down keys to highlight **Call Settings**. Press **Select**.
2. Press **Change** to change the setting.

Forwarding

1. Press **Features**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Forward**.
3. Press **Select or OK**.
4. Use the ▲ up and down arrow keys to highlight either **Follow Me To**, **Follow Me Here**, **Forward Unconditional** or **Forward to VM**.
2. Press **Select** or **OK** to turn forwarding on or off.

Follow Me To = Allows you to forward your calls from your phone to another phone extension.

Follow Me Here = Allows you to forward your calls from another phone extension.

Unconditional = Allows you to forward all your calls

Forward to VM = Allows you to forward calls to VM

Contacts

You can save up to 100 names and telephone numbers.

Searching for a Contact

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search. Note: a Contacts search is case-sensitive or use Navigation key to scroll up or down to find contacts.

Calling a Person from the Contacts List

1. Press the **Contacts** button.
2. 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.
3. Press **Call** or **OK**.

Adding a New Contact

1. Press **Contacts**.
2. Press **New** if this is your first contact list entry, or press **More** then **New** if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable. The primary number is the one that will always display without having to go into contact details. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5–7 You can add up to two additional numbers for this contact, but you can designate only one number as primary.
9. Press **Save** or **OK**.

Editing a Contact

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More > Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** or **OK**.

Call Log

Calling a Person from the Call Log

1. Press **Call Log** button.
2. Select the person or number you want to call.
3. Press the **Call** softkey or the **OK** button.

Adding an Entry from the Call Log to your Contacts List

1. Press **Call Log**.
2. Select the number you want to add to your Contacts list and Press **+Contact**. Edit the name and telephone number if necessary. Press **Save**.

Editing Your Programmable Buttons for Auto Dial

1. Press the **Features** soft key if shown.
2. Use the ▲ up and ▼ down arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and ▼ down arrow keys to highlight **Self-Administer**. Press **Select**.
4. Use the ▲ up and ▼ down arrow keys to highlight the **button you want to program**
5. Press **Replace**.
6. Use the ▲ up and ▼ down arrow keys to highlight **Abbreviated Dial** and press **select**
7. **dial 7 plus the number you want to program** on that button and press **save**.
 - To remove the existing function from a button press **Erase**.
 - You can also press **More** and use the **Copy** and **Paste** options to copy the settings of an existing button to another button.
 - To assign a function to the highlighted button press **Replace**.
 - The button will be given a default label. To change the label, press **More** and then select **Label**. Use the keypad to enter the text you want to display for the button label. Note that the label is only shown while editing the label and after you exit the administration menu.
8. When completed press **Back**.

Avaya IP Office Voicemail User Guide

To log in for the first time:

1. Dial ***17**.
2. If you are dialing from your own ext, press **#**. Otherwise enter your extension number and press **#**.
3. If a password has not been set yet, press **#**. You are asked to enter a new password.
 - If a password has been set, enter your password and press **#**.
4. Enter a new password and press **#**. Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.
5. Re-enter the new password and press **#**.
6. Record your name when you are prompted..
7. Press **1** and at the tone, speak your name.
8. Press **1** again. Your recording is played back.
9. Either press **#** to accept the recording or **1** to record again.
10. After you log in, the voice prompts tell you what to do. A summary of many of the options is given in Summary of Mailbox Options .
 - Press ***4** for help at any time.
 - Press ***7** to return to the activity menu.
 - Press **#** at the end of a menu to return to the previous menu.

Log in remotely:

1. Call your company and ask to be connected to a number that will go to voicemail. This means a number that will not be answered by a person, for example, your own extension number.
2. Wait for the voicemail system to respond and ask you to leave a message.
3. After the tone, do not leave a message but press **#**. In some cases you may hear the prompt *No message to save*.
4. Dial ***7**. You are asked to select the mailbox that you require.
5. Enter your own extension number and press **#**.
6. When prompted enter your mailbox password and press **#**. You hear a summary of your voicemail messages as normal.

To listen to messages in your mailbox:

1. Log in to your mailbox. The number of new messages is announced. The announcement tells you how many of those messages are priority messages.
2. Press **2** to receive your messages. The header of the first message is played.
 - You can press **0** to skip the message header and listen to the message
3. As you listen to your messages you can use the following controls to listen to all or part of the message again.
 - Press **2** to restart message.
 - Press **23** to replay header.
 - Press **3** to pause / resume.
 - Press **5** to rewind 5 seconds.
 - Press ***5** to restart.
 - Press **6** to advance 5 seconds.

4. When you have listened to the message you have the following options:
- Press **1** to reply to or forward the message.
 - Press ***3** to delete the message and continue to the next message.
 - Press **#** to skip the message and play the next message.
 - Press ***#** to skip to the next category.
 - Press ****8** to restore the message that you just deleted.
 - Press ****4** to leave the message in current category and skip to next category.
 - Press ***2** to go back to previous message.
 - Press ****9** to hang up and end voicemail.

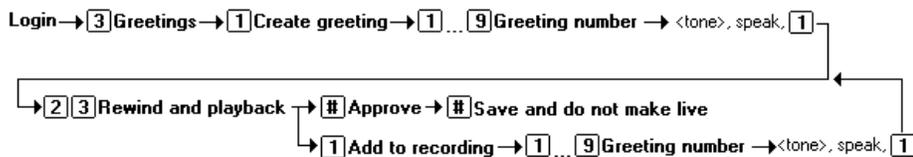
Recording a Greeting

You can record a library of up to 9 greetings that can be used as either a temporary greeting or as personal greetings applied to specific call types. The greetings are heard by callers when they are directed to your voicemail.

At any time you can listen to a greeting message and re-record it .

- A greeting must be longer than 3 seconds. The maximum length of a greeting is 120 seconds by default. Your system administrator will be able to tell you if the system defaults have been changed.
- If you record a greeting, you do not need to assign the greeting until you need it. This is useful if, for example, you record a greeting message for the times when you are on vacation or away on business.

To record or re-record a personal greeting:



1. Log in to your mailbox.
2. Press **3** to select personal greetings. If you have selected any call types, you hear an announcement that lists the call types and the greeting assigned to that call type. For example you would hear *For internal calls greeting 1 active*.
 - If the temporary greeting is active you hear an announcement that details the number of days that the temporary greeting is active for. Press **1** to deactivate the temporary greeting.
3. Press **1** to create or change a greeting.
4. Enter the number of the greeting (**1** to **9**) that you want to create or change.
5. Start speaking your greeting at the tone.
6. When you have finished press **1** to edit your greeting.
7. Press **2 3** to playback the greeting that you have just recorded.
8. Press **#** to confirm the recording. The number of the greeting that has just been recorded is announced.
 - If you want to add to the recording, press **1**. Start speaking the extra words, press **1** when finished.
9. Press **#** to save the recording and not make active.

