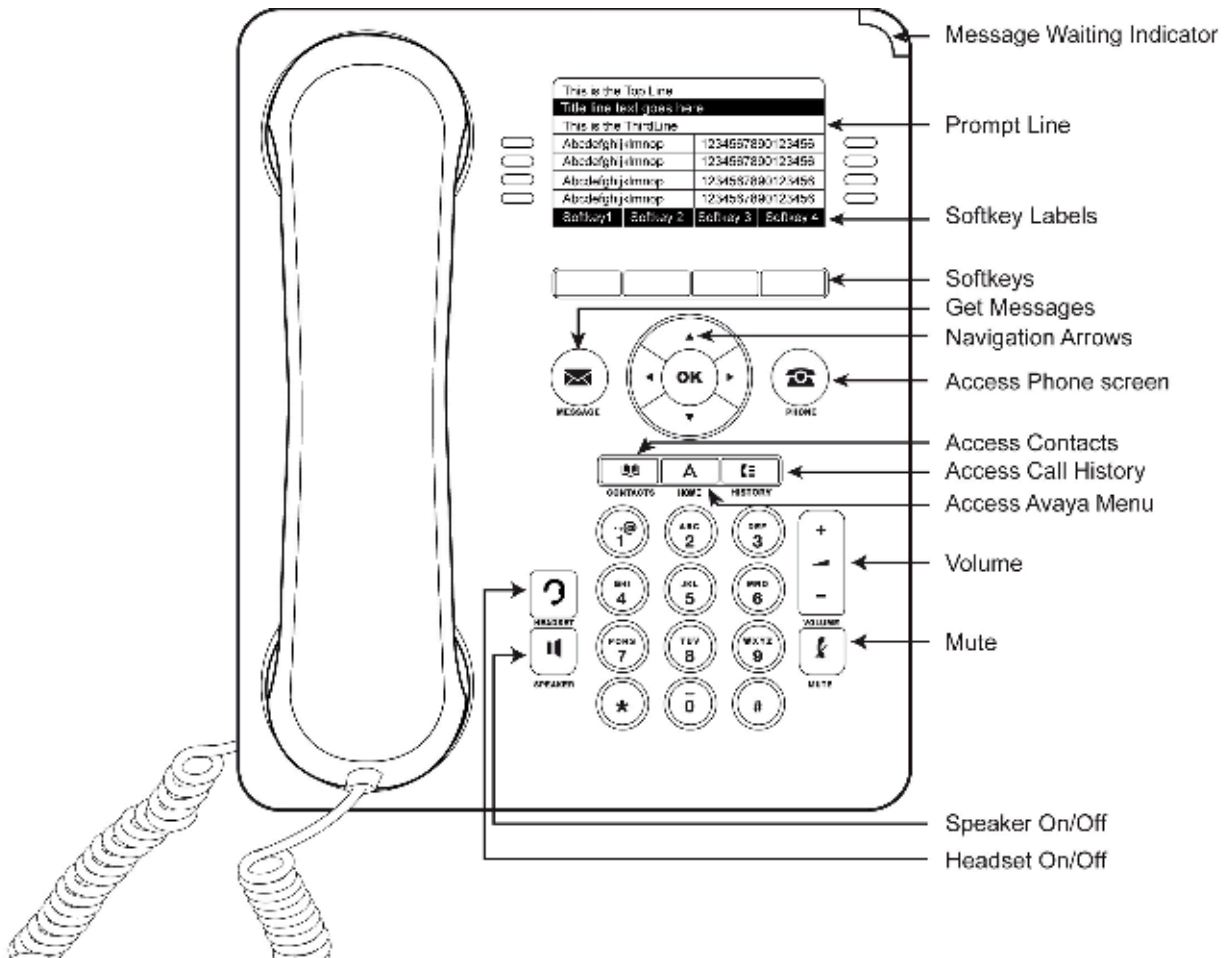


# DUKE FARMS 9611 AVAYA End User Guide



## MAIN PHONE SCREEN

The Main phone screen displays three **call appearances** which are labeled as your extension number. These three call appearances allow you to make and receive both internal and external calls.

## SOFTKEYS

Use the 4 gray softkeys below the display to select features or options displayed on the screen. The softkey labels are dynamic and will vary depending on the feature that is currently selected. The softkey labels will change according to the options available for the selected line. *(Hint: Hold, Conf, Transfer and Drop appear on these softkeys during an active call)*

## SCROLLING AND NAVIGATION

Use the **up** and **down** navigation arrows to scroll through lists. Use the **right** and **left** navigation arrows to scroll between screens, menus and logs or to move the cursor during text input.

When you scroll to a line on the display, that line is selected. The selected line is highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. The **OK** button is a shortcut for the default action.

## PHONE BUTTON (*Exit/ Escape*)

Pressing the **Phone** button will return you to the main phone screen, whether you are viewing your programmed features, contact list, call log, or are in the Avaya menu.

**HELP DESK:** with any issues call: **IS HELP DESK ext 3611**

## MAKING A CALL

1. Lift the handset or press Speaker
2. Dial the internal or external phone number, including the dial out prefix "9", of the person you are calling.
3. To end the call, hang up the phone or press the Speaker button

### Redialing a number (see Avaya Menu programming to adjust Redial settings)

If the 'One Number' setting is selected (in the Avaya Menu), press Redial and your phone will dial the number automatically. If 'List' is selected,

1. Select **Redial** on the main phone screen
2. Use the up and down navigation buttons to scroll and then select the person you want to call.
3. Select **Call** or press the **OK** button

### Calling a person from the Contacts list

1. Press the **Contacts** button
2. Use the up and down navigation buttons to scroll and then select the person you want to call.
3. Select **Call** or press the **OK** button

## ANSWERING A CALL

When you receive an incoming call, the incoming call is selected automatically when you **lift the handset**, press the **Speaker** button or select **Answer**. You will also see two options on your screen for incoming calls, **To VMail** and **Ignore**.

**To VMail:** Selecting this option will send the incoming call directly to your voice mailbox.

**Ignore:** Selecting this option turns off the audible ringing for the current incoming call. *This feature does not send calls immediately to your voice mailbox; if you lift that handset you will be answering that call.*

If you are on another call, the telephone displays the incoming call, and the softkeys provide options:

Press **Ans Hold** to put the first call on Hold when you answer the new call.

Press **Ans Drop** to automatically drop the first call when you answer the new call

## MUTE

Pressing **Mute** during a call will make the person on the other end of the conversation unable to hear you. When activated, the Mute button light is on and the top line displays the Mute icon.

## PLACING A CALL ON HOLD

During a call, you will need to be on the main phone screen to see the **Hold** option. If you are on a different screen, press the **Phone** button to return to the main phone screen. After placing a call on Hold, you must *return to the phone that placed the call on hold* to retrieve the call.

### To retrieve the held call,

1. From the main phone screen, select the **call appearance** of the held call
2. Press **Resume** or **OK** or the line button of the held call to retrieve the call.

## TRANSFERRING CALLS

1. While on an call, from the main phone screen select **Transfer**
2. Dial the extension number. If you wait on the line you can announce the call
3. Press **Complete** to transfer the call

## TRANSFERRING CALLS DIRECTLY TO A VOICEMAILBOX

1. While on an call, from the main phone screen select **Transfer**
2. Dial **2095** and **wait** until prompted
3. Dial the extension number
4. Press **Complete** to transfer the call

## CONFERENCE CALLING

This feature allows you to join **up to 6 people** (including yourself) on the same call.

You will need to be on the main Phone screen to see the **Conf** option. Press the **Phone** button to return to the main phone screen.

1. While on a call, from the main phone screen press **Conf**.
2. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
3. When the person answers, press **Join** or **OK** to add the person to the existing call.
4. Press **Add** 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

## SEND ALL CALLS

*This feature will appear on both the main phone screen as an option and in the feature list. When activated, all incoming calls will go directly to your voice mailbox. Each time a call comes to your extension, you will hear one abbreviated ring before the call goes into your mailbox.*

1. **Send All** is a menu soft key available when your phone is idle OR you can scroll right to display the Features list.
2. Select **Send All Calls**.
3. Press **Select** to turn Send All Calls on or off.

## DIRECTORY, NEXT & CALL DISPLAY - The internal name directory

1. From the phone screen, press the Right Arrow button.
2. Select the **Directory** function.
3. Dial in the person's name using the dial pad (*Hint, use only one keystroke per letter: for Smith press 7, 6, 4, 8*). Names appear at the top of the display.
4. Select **Next** for the next name that matches your search
5. Select **Call Display** to dial the displayed number or press **Phone** to exit without making the call.

## MESSAGE BUTTON

Button will be lit for new voicemail messages.

1. Press the **Message** button (*or you can dial the VM ext: 9844*)
2. Follow the voicemail main menu to access your mailbox.

## CALL FORWARD

This feature allows you to forward all your calls to another internal extension

- To enable: Select Call Forward, you will hear dial tone
- Enter the extension number to which you want to forward your calls as the destination. After you enter the forwarding number, you hear a confirmation tone and the associated LED lights
- To disable: Select Call Forward: you hear a confirmation tone

## Volume

Use to adjust Ringer, Handset, Speaker, and Headset volumes.

- Press while on-hook to adjust ringer volume.
- Press while using the handset to adjust handset volume.
- Press while active on speaker to adjust speaker volume.
- Press while active on headset to adjust headset volume.

## AVAYA MENU

This menu allows you to access and make changes to options and settings on your phone.

### Adjusting the Redial setting

1. Press **Home**.
2. Select **Options & Settings** or Phone Settings.
3. Select **Call Settings**.
4. Press **Select** or OK.
5. Select **Redial**.
6. Press **Change** or **OK** to toggle between One Number and List.
7. Press **Save**.

1. Select the next field.
2. 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.
3. Select the next field.
4. Select the type of number entered (general, work, mobile or home).  
If you have another number for this contact, scroll down and repeat Steps 5 - 7.
5. You can add up to two additional numbers for this contact, but you can designate only one number as primary.
6. Press **Save** or OK.

## CALL HISTORY

When you have one or more missed calls, the **History** button will be lit. The Missed Calls icon along with the number of missed calls will be displayed on the top line of your phone.

### Viewing the History

1. Press the **History** button.
2. Scroll to the right or left to view separate lists of your *answered*, *outgoing*, or *missed* calls.
3. Select the entry you want to view.

### Calling a person from the call history

1. Press the **History** button
2. Use the **up** and **down** navigation buttons to scroll and then select the person you want to call. To view another log (**Answered** Calls, **Missed** Calls, **Outgoing** Calls), use the **right** navigation button to scroll through the logs.
3. Select the person you want to call
4. Select **Call** or press the **OK** button

### Adding an entry from the call history to your contacts list

1. Press **History**.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. Edit the name and telephone number, if necessary. (*Hint: if you are saving from an incoming number be sure you edit the phone number to include the dial out prefix*)
5. Press Save.