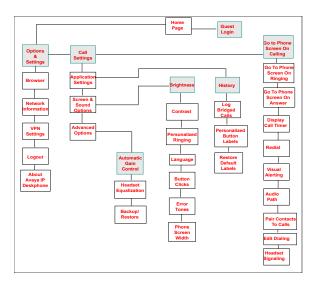


## Avaya 9608/9608G/9611G IP Deskphones H.323 Quick Reference

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## **Menu options**

The following image shows the menu options that are available to you to view the current settings and configure the required parameters on the Avaya 9608 and 9611 IP deskphones.



### Note:

Some of the options may not be displayed on your deskphone if your administrator has not configured the option for your extension.

## 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 handset, or press Speaker, OK, or Answer to answer the call using the speakerphone, or press Headset to answer using the headset.
- If you are on a call, and the phone displays the incoming call, from the Phone screen scroll to the line with the incoming call and press Ans Hold to automatically put the first call on hold when you answer the new call. Also, you can press Ans Drop to automatically drop the first call when you answer the new call.
- To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the **Phone** button.
   You can then press the line for the incoming call or scroll to it.
- To automatically display the Phone screen when you receive an incoming call, set the Phone Screen on Ringing option to Yes.

### Making a call

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

### Making a call using edit dialing

- 1. From the **Phone** screen, enter the number you want to call.
- To edit the number, press **Bksp** to erase the previous character, one character at a time. To remove the entire number, press **Clear**.
- 3. Press Call or OK.

## Putting a call on hold

- Press Phone to view the main Phone screen, if necessary.
- If you are not active on the line you want to put on hold, select that line.
- 3. Press Hold.



The phone might display a hold timer when you put a call on hold.

Press Resume or the line button of the held call to retrieve the call.

### Transferring a call

- From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
- 2. Press Transfer.
- Dial the number if you know the number or call the person from the contacts list or from the history list.
- 4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call.

## Using the conference feature

### Adding a person to an active call

- 1. From the Phone screen, select your active call.
- Press Conf.

The active call goes on hold.

- 3. Dial the telephone number, or call the person from the contacts list or the History list.
- Press Join when the person answers the call.
- To add another person, press Add and repeat Steps 3 to 4.

## Adding a person on hold to a conference call

- 1. From the Phone screen, select your active call.
- Press Conf to establish a conference, or press Add if you are already in a conference.
  - The active call goes on hold.
- Select the call on hold that you want to add to the conference.
- 4. Press Resume to take the call off hold.
- 5. Press Join to add the person to the conference call.

# Dropping a person from a conference call

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

#### **Contacts**

### Searching for a contact

1. Press Contacts.

- Using the dialpad, start typing the name for which you want to search.
- Press Call to call the person or press More then Edit to edit contact information.

#### Calling a person from the contacts list

- 1. Press Contacts.
- 2. Select the person or primary number that you want to call.
  - To call a non-primary number, select the person, press **Details**, then select the desired number.
- 3. Find the contact that you want to call by typing the name of the person as listed.
  - For example, if you added John Smith to your contacts List as "Smith, John", start typing the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.
- 4. Press Call or OK.

### Adding a new contact

- Press Contacts > New if this is your first contact list entry, or press Contacts > More > New if you already have entries in your contact list.
- 2. Enter the name using the dialpad.
- 3. Scroll to the next field.
- 4. Enter the number.
- Scroll to the next field and choose the type of number entered (General, Work, Mobile, Home)
- 6. If you have another number for this contact, select the next field and repeat Step 5 to Step 6.
  - You can add up to two additional numbers for this contact, but you can designate only one number as primary.
- Press Save.

### **Editing a contact**

- 1. Press Contacts.
- 2. Search for and select the contact you want to edit.
- 3. Press More > Edit or Details > Edit.
- 4. Choose the field you want to edit.
- 5. Use the dial pad and softkeys to change the contact information.
- 6. Press Save.

### **Call History**

Release 6.4 onwards, call history also includes missed calls when the phone was offline or the user was logged

out. If you are using the deskphone in shared control mode or Road warrior and Telecommuter mode with One-x Communicator, the call logs for the deskphone are now synchronized with the call logs for the One-x Communicator.

### Calling a person from the call history

- 1. Press the **History** button.
- Scroll to the left or right to view a separate list of all calls, missed, or unanswered calls, answered calls, or outgoing calls.
- Scroll up or down to select the person or number you want to call.
- 4. Select the person or number you want to call.
- Press the Call softkey or the OK button.
  Depending on how your administrator has administered your phone, returning a missed call might result in the phone deleting the call history entry when the call goes through.

# 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. If necessary, edit the name and telephone number.
- 5. Press Save.

## Changing the display language

- 1. Press Home.
- 2. Select Options & Settings or Phone Settings.
- 3. Press Select or OK.
- 4. Select Screen & Sound Options.
- 5. Press **Select** or **OK**.
- 6. Select Language.
  - Note:

The language option is available only if the administrator has enabled the option for your phone.

- 7. Select a display language.
- 8. Press Select or OK.
- 9. Press Yes to confirm the selected language.

## For more information

Go to <a href="https://www.avaya.com/support">www.avaya.com/support</a> for latest support information, including the user guide, administrator guide,

installation and maintenance guide, interactive document, and software downloads.