9608 IP Office User Guide ~ Manhattan College

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

DISPLAY

Your display is split down the middle with 4 LED lit buttons down each side of the display. In the upper left hand corner there are status icons which display the status your extension, i.e if you have missed calls or if calls are being diverted from your extension with, DND or if call forwarding is active. Touching the LED Button accesses the line or feature.

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. The **OK** button is a shortcut for the default action

CALL APPEARANCE BUTTONS

Call Appearance keys are used to place and receive internal and external calls. The integrated LEDs can be used to access calls and indicate status.

PHONE/EXIT BUTTON *(Escape to main phone screen)*

At any time while you are programming, utilizing features and soft key functions, you may press the **Phone/Exit** button and you will return to the main screen.

MAKING A CALL

Pick up the handset or press the **Speaker** button

Dial the internal or external number you wish to call (including **9** plus the area code if necessary)

To go immediately into a voice mailbox without ringing the phone first, press the # key before dialing the internal extension number.

To end the call, hang up the phone or press the **Speaker** button

AUTO CALL BACK

If the call is to another extension, and they do not answer, to set a callback, press the **Auto Call Back** soft key. Set an automatic callback on the user that you have called but who has not answered. When they next end a call, the telephone system will call you and when answered, will automatically make a call to the user

MUTE

Press Mute button and red light will be lit during which time you may have a private conversation with another co-worker. To resume 2-way conversation, press Mute again and red light will go out.

ADJUSTING THE VOLUME

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**. However, if you are already on a call, you will need to put that call on hold and then select the incoming call appearance button manually. 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 vm 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*

TRANSFERRING A CALL

1) During the call, press the **Transfer** softkey. The call is put on hold and you will hear a second dial tone.
2) Dial the extension number
a. To complete the transfer, press **Complete** while the call is still ringing or after being answered.
b. If the transfer destination does not answer or does not want to accept the call, press **Cancel.**

*To transfer a call directly into a voice mailbox, press **Transfer, #,** plus the mailbox number. Press **Complete** and/or hang up.*

HOLD

The **Hold softkey** puts a call on hold until you retrieve it. You must retrieve a held call *from the phone that placed the call on hold.* To retrieve a call on hold select the **Connect** softkey or, press the call appearance button of the held call. This button will be rapidly flashing green

CONFERENCE CALLING

1. During an existing call, select the **Conference softkey**
2. Dial your next party
3. If the call was not answered, return to the first call by pressing the call appearance button of the first call (the button will be flashing green). If the call was answered, select the **Conference** softkey again to proceed with the conference call; all parties should now be connected.

* *This procedure should be limited to yourself, 2 outside parties, and 2 inside extensions*

Dropping/Muting Parties

You can drop parties from a conference call, including yourself. You can also mute other parties.

1. While connected to a conference call, press the **Details** key, the conference details menu is displayed.

2. You can then perform the following actions:
   - To scroll through the list of callers in the conference, use the up and down arrow keys.
   - 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 the **Back** soft key.

• If you are the only internal user, dropping yourself from the conference may end it.

Using the -/+ arrow button on the bottom of your phone,
- ♦ Adjust ringing volume with the handset down
- ♦ Adjust handset volume after lifting the handset
- ♦ Adjust speaker volume after turning the speaker on

SPEAKER
The **Speaker** button allows you to make and take calls hands-free. Press the Speaker button before or during a phone call.

CONTACTS
You can store up to **100** names and telephone numbers within the Contacts log. Entries will be alphabetically listed within Contacts.
1. Press the **Contacts** button
2. Use Left/Right arrow keys to scroll to **Personal** Directory
3. Select **New**
4. Enter the name using the dial pad.
   - ♦ *To enter an A, press the 2 button one time; for a B, press the 2 button two times; for a C, press the 2 button three times, etc.*
   - ♦ *To remove a letter or number that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Press **Bksp** to remove the character to the left of the cursor.*
5. After entering the Name, select **OK** to move to the **Number** field.
6. Enter the phone number (include 9 + 1 + area code as required).
7. Select **Save** to save changes or new contacts.
*Note: When you press the **Contacts** button, the screen will display the last contact you called.*

USING THE DIRECTORY
Using your phone, you can scroll through a directory of names or groups, select and then call an entry.
1. Press the **Contacts** button.
2. Use Left/Right arrow keys to scroll to **Users** (internal extensions), **External** (entries stored in the system for all users to access) or **Groups** (names & numbers of hunt groups in the system) and **Personal** (your own personal directory)
3. Either press the **List** soft key to display all directory entries – or -
4. Press the dialpad key that matches the first letter of the entry you are searching for. Then, press the up/down arrow keys to scroll through the matching entries.
   OR Using the dialpad, spell the complete name of the person you are searching for.
   *If you do not find the name you are searching for, press the **Clear** soft key to start over*
5. When the name you want is shown, press **Call.**
To exit, press the **Exit** button

REDIAL
Press the **Redial** button. The display shows numbers that you have recently dialed. .Scroll up or down to highlight the number and select it to dial. .Press **Exit** to leave the display without making a call

CALL LOG/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.
- Press the **History** button. As a default, the **All** category is displayed. You may press the right arrow key to view the type of calls that are logged (**All, Missed, Answered** or **Outgoing**)
- Scroll to the right or left to view specific lists of your *answered*, *outgoing*, or *missed* Scroll down to view all entries in a log.
- Select **Details** to see time, date and duration of call
Select **More** to add Caller ID Log to your Contacts (**+Contacts**) or to **Delete All** records in that particular category of logged calls

HOME (*AVAYA MENU*)
This menu allows you to access and make changes to options and settings on your phone.
~Configuring Visual Alert-When the Visual Alerting option is turned ON, incoming calls cause the LED in the top right corner of the phone to flash.
1. Press **HOME** the Avaya Menu button
2. Scroll down and select **Call Settings**
3. Press **Select** or **OK**
4. Scroll down and select **Visual Alerting**
5. Press **on/off** softkey to toggle between settings
6. Select **Done** to save change
~ Changing the ring pattern
1. Press **HOME** the Avaya Menu button
2. Select **Screen**/**Sounds** option
3. Press **Select** or **OK**
4. Scroll down and then select **Personalized Ringing**
5. Press **Select** or **OK**
6. Scroll up and down to listen to all available ring patterns
7. Press **Play** or **OK** to hear it again
8. Press **Save** to make it your ring pattern

VISUAL VOICE MAIL- *your mailbox only at YOUR desk*
Press **FEATURES**, then scroll down four times and select **VISUAL VOICE** to access your mailbox utilizing the display and softkeys. *See separate instructions.*

VOICEMAIL COLLECT (*checking vm at any desk*)
To access any mailbox press the **MESSAGE** button *or dial star one seven (*17)* to access the Telephone User Interface (TUI) of Voice Mail Pro. *See separate instructions*