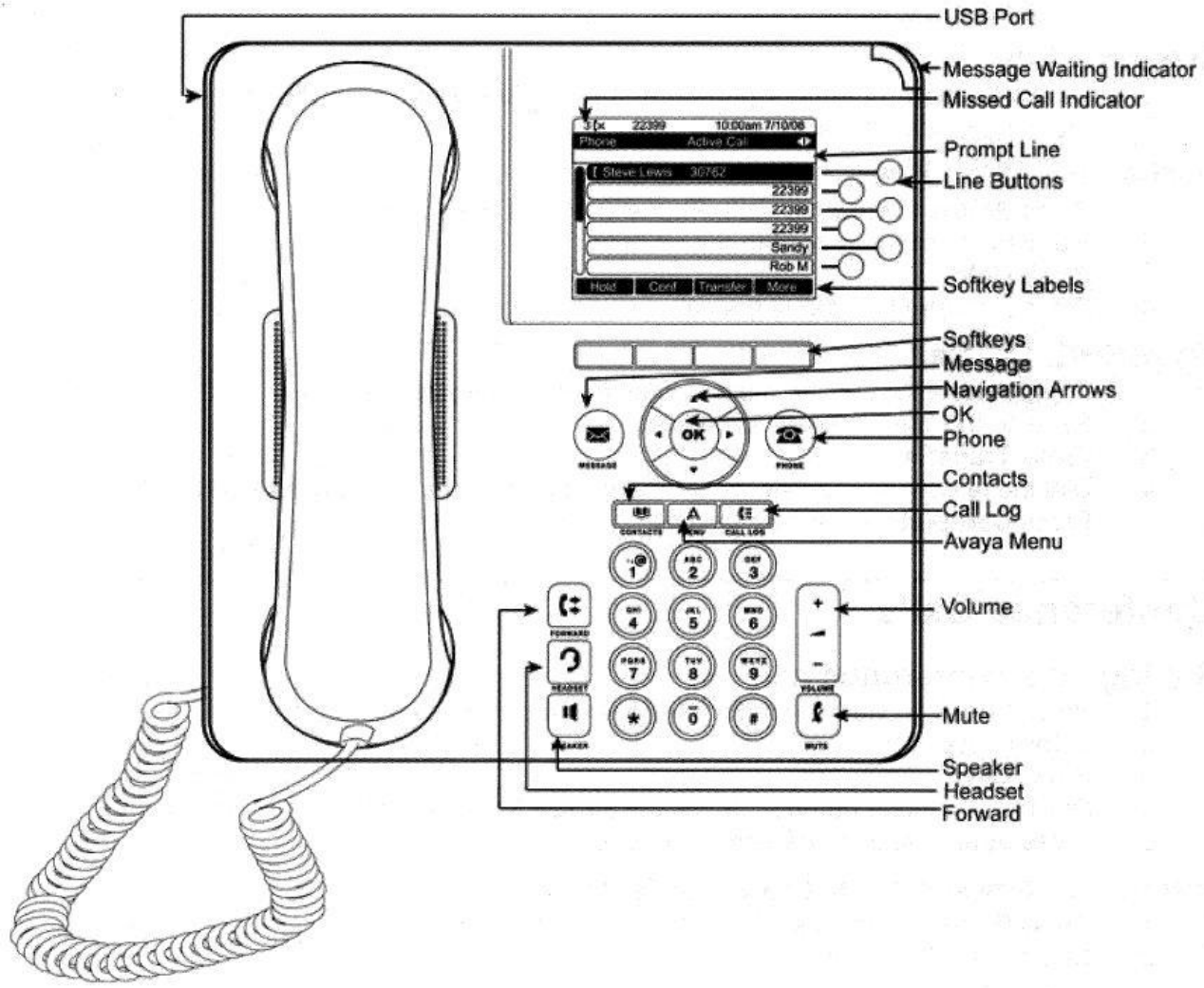
Avaya 9600 IP Telephone



Getting Started:

1. Answering and Making Calls
2. Creating and Saving Contacts
3. Using the Call Log
4. Conference Calls
5. Forwarding Calls / Parking Calls and Picking Up
6. Send All Calls
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1. Answering and Making Calls

   Answering Calls:

   1. If you are not already on another call, lift the handset

- Or press the corresponding **Call Line** button, located **right** of the screen. If you only press the button without lifting the handset, it will put you on speaker phone with the incoming call.

2. If you would like to use a different method:
   - Press the **Speaker** button to answer with the Speaker phone.
   - Press the **Headset** button to answer with your connected headset.

Making Calls:

3. Start by either:
   - Lifting the handset;
   - Pressing the **Headset** button;
   - Pressing the **Speaker** button; or
   - Pressing the button if an idle **Call Line** is available.
4. Then dial the number you want to enter.
   - Remember to dial **9** for an outside number.

Putting a Call on Hold:

5. While in a call, press the **Phone** button to get to the main **Phone** menu.
6. Press the corresponding **Call Line** button to choose to call which you would like to put on hold.
7. Press the **Hold** softkey.
8. Press the **Resume** softkey to take the call off of hold.

Transferring a Call:

9. While in a call, press the **Phone** button to get to the main **Phone** menu.
10. Press the **Transfer** softkey. Then either:
    - Press the **Call Log** softkey to find the number in the list of recent calls;
    - Press the **Contacts** softkey to find a person; or
    - Dial the phone number with the dialpad.
11. Press the **Complete** softkey to finish the transfer.

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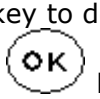
2. Creating and Saving Contacts

Creating Contacts

1. Press the **Contacts** button.
2. Press the **More** softkey.
3. Press the **New** softkey.
4. Enter the name using the **Dialpad**.
   - To enter characters using the Dialpad:

- Press the **number key** that corresponds to the ltter or number you want to enter until the letter or number is displayed.
  - Example: For the letter **F**, you must press the **3 key** three times.
- Remember to pause before entering the next character if the characters are on the same key.
- Enter remaining letters or numbers.
- To enter a space, press **0**.
- Press the **Bksp** softkey to delete the last character.

5. When finished, press the  button or the **OK** softkey.
6. Once finished with the name, press the **Down** arrow to select the phone number, and proceed to enter it.
7. Press the **Save** softkey or the button.

Calling Contacts

8. Press the **Contacts** button.
9. Scroll up or down to select the person or number you want to call.
10. Press the **Call** softkey or the button.

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3. Using the Call Log

Making a Call

1. Press the **Call Log** button.
   - **Note:** If the **Call Log** button is glowing red, you have a **missed call**.
2. Press the **Left arrow** or **Right arrow** to view the following different call types:
   - **All Calls**
   - **Missed Calls**
   - **Answered Calls**
   - **Outgoing Calls**
3. After selecting the type of call, press the **Up arrow** or **Down arrow** to select the **person** or **number**from the previous selection.
4. Press the button or the **Call** softkey.

Adding a Number from the Call Log to the Contact List

5. Press the **Call Log** button.
6. Find the number through the process listed above.
7. Press the **+Contact** softkey.
   - To edit the name or number, press the **Up arrow** or **Down arrow** to select the corresponding field, then enter the **name**, **number** or **type of phone entry**, then type the name or number using the **Dialpad**.
8. Press the **Save** softkey or the button.

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4. Conference Calls

Making a Conference Call

1. Make your initial call by either finding the contact in the **Contact List** or by **dialing the number**.
2. Press the **Phone** button to ensure that you are in the main **Phone** menu.
3. Press the **Conference** softkey. From this menu you can either:
   - Press the **Call Log** softkey to find the number in the list of recent calls;
   - Press the **Contacts** softkey to find a person; or
   - Dial the phone number with the dialpad.
4. Press the

button or **Join** softkey to finalize the **Conference**.

Adding a Person on Hold

5. While in a call, press the **Phone** button to ensure that you are in the main **Phone** menu.
6. Press the **Conference** softkey. From this menu you can either:
   - Scroll with the **Up** and **Down** arrows to select the call you would like to add.
7. Press the **Resume** softkey.
8. Press the **Join** softkey.

Dropping the Last Person

9. While in a call, press the **Phone** button.
10. Press the **Details** softkey.
11. Scroll to the person you want to drop with the **Up** and **Down** arrows.
12. Press the **Drop** softkey.

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5. Forward

Forwarding A Call

- **To set forwarding:**
  2. Pick up the receiver and listen for a dial tone.
  3. Dial *** 2**.
  4. Enter **Extension #** to Forward to **New #**.
  5. Listen for **Confirmation Tone** (**3 beeps**)
  6. Hang up the receiver.
- **To cancel forwarding:**
  8. Pick up the receiver and listen for a dialtone.
  9. Dial **# 2**.
  10. Listen for **Confirmation Tone** (**3 beeps**).
  11. Hang up the receiver.

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6. Send All Calls

   Through the Phone

   - In the main menu, you can press **SendAllCalls softkeys** on the **Left** of the screen or at the **Bottom** of the screen to toggle **SendAllCalls On** or **Off**.

   Calling the Phone

   - You can also dial *** 3** to **set Send All Calls** and **# 3** to **unset**.

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7. Other Basic Information
   1. Press the button to get back to the main phone screen at any time.
   2. The button will take you to voicemail. For more information on voicemail, see the voicemail reference.
   3. The white rectangular buttons under the screen are the "soft key" buttons; functions on these buttons change depending on what you're doing.
   4. Each phone has 3 line appearances of the programmed number. That lets you take multiple calls, transfer calls, etc. We normally program these line appearances on the first three buttons.
   5. With the 9600, you can change these buttons by going to the Phone Menu > Options & Settings > Application Settings > Personalize Labels..., selecting the label and changing it visa vie the number pad.

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8. Advanced Features

   Adjusting Brightness or Contrast

   1. Press the **Menu** button.
   2. Scroll to **Options & Settings**.
   3. Press or the **Select** softkey.
   4. Scroll to **Screen & Sound Options**.
   5. Press or the **Select** softkey.
   6. Scroll to and Select either **Brightness** or **Contrast**.
   7. Press or the **Change** softkey.
   8. Scroll to the **right** or **left** to decrease or increase respectively the brightness or contrast, based on which you decided to adjust in the **Screen & Sound Options** menu.
   9. Press the **Save** softkey.